



FRITZ!Box 4040

Manual

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General Information on the FRITZ!Box

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Safety Instructions

Overview

Before connecting the FRITZ!Box, observe the following security instructions in order to protect yourself, the surroundings, and the FRITZ!Box from harm.

Fires and Electrical Shocks

Overloaded outlets, extension cords, and power strips can cause fires or electric shocks.

- Avoid using socket strips and extension cords if at all possible.
- Do not connect multiple extension cords or socket strips to each other.

Overheating

Heat accumulation can cause the FRITZ!Box to overheat. This can result in damage to the FRITZ!Box.

- Provide for sufficient air circulation around the FRITZ!Box.
- Make sure that the ventilation slits on the FRITZ!Box housing are always unobstructed.
- The FRITZ!Box should not be placed on carpets or upholstery.
- Do not cover the FRITZ!Box.

Damage to Heat-Sensitive Surfaces

The base of the FRITZ!Box heats up during normal operation. This heat can cause damage to heat-sensitive surfaces.

- Do not place the FRITZ!Box on heat-sensitive surfaces.

Power Surges Caused by Lightning

During electrical storms, electrical surges caused by lightning present a danger to connected electrical devices.

- Do not install the FRITZ!Box during an electrical storm.
- During a storm, disconnect the FRITZ!Box from the power supply.

Moisture, Liquids, and Vapors

Moisture, liquids, and vapors that find their way into the FRITZ!Box can cause electric shocks or short circuits.

- Only use the FRITZ!Box indoors.
- Never let liquids get inside the FRITZ!Box.
- Protect the FRITZ!Box from vapors and moisture.

Improper Cleaning

Improper cleaning with strong detergents, solvents or wet cloths can cause damage to the FRITZ!Box.

- Please refer to the information about how to clean your FRITZ!Box; [see page 13](#).

Improper Opening and Repairs

The device contains hazardous components and should only be opened by authorized repair technicians.

- Do not open the FRITZ!Box housing.
- If the FRITZ!Box needs to be repaired, please take it to a specialized vendor.

Internet Security

Comprehensive information about how to protect your FRITZ!Box and your home network from access by strangers is presented in the internet at:

en.avm.de/guide

Radio and Electromagnetic Interference

Radio interference can be generated by every device that emits electromagnetic signals. With so many devices transmitting and receiving radio waves, interference can occur when radio waves overlap.

- Do not use the FRITZ!Box in places where the use of radio devices is prohibited.
- Follow any instructions to switch off radio devices – especially in hospitals, outpatient treatment centers, medical practices, and other medical facilities – in order to prevent interference with sensitive medical equipment.
- Consult your doctor and the manufacturer of your medical device (pacemaker, hearing aid, electronically controlled implant, etc.) to find out whether it could be affected by interference from your FRITZ!Box.
- If applicable, maintain the recommended minimum distance of 15 cm recommended by the manufacturers of medical devices in order to prevent malfunctions of your medical device.

Potentially Explosive Environments

Under unfavorable conditions, radio waves in the vicinity of explosive environments can cause fires or explosions.

- Do not install and operate your FRITZ!Box in the vicinity of explosive environments, flammable gases, areas in which the air contains chemicals or particles like grain, dust or metal powder, or in the vicinity of detonation grounds.
- In locations with potentially explosive atmospheres, and in the vicinity of detonation grounds, follow the instructions to switch off electronic devices in order to prevent interference with detonation and ignition systems.

Package Contents

Package Contents

Amt.	Supplied Part	Details
1	FRITZ!Box 4040	
1	Power adapter	black
1	Network cable	also called LAN cable, white
1	Quick guide	instructions for connecting the FRITZ!Box
1	FRITZ! Notes	service card with FRITZ!Box settings upon delivery

Instructions and Help

Instructions and Help

Use the comprehensive customer documentation to connect, configure, and operate your FRITZ!Box.

The latest information on products, important developments, and updates is presented on social media.





After a FRITZ!OS update, download the latest manual from en.avm.de/service/manuals.

Medium	Contents	Location
Manual	<ul style="list-style-type: none"> • Status FRITZ!OS version • Connecting, configuration, and operation • Range of functions of your FRITZ!Box 	en.avm.de/service/manuals
Quick guide	Connecting and configuration	Provided in print with your FRITZ!Box
Online help	<ul style="list-style-type: none"> • Instructions on configuration and operation • Help on the functions and settings options in the user interface 	http://fritz.box/?
Knowledge Base	Solutions for common problems during connection, configuration, and operation	en.avm.de/service
Social media	The latest about the FRITZ!Box, your FRITZ!Box home network, and your FRITZ! device	Facebook
		Instagram
		Twitter
		YouTube

Symbols Used

Symbols Used

The following symbols are used in this manual:

	Meaning
	Important message that should be complied with in order to prevent material damage, errors or malfunctions
	Useful tip for configuring and operating the FRITZ!Box

Information on Cleaning

Rules

- Remove the FRITZ!Box from the mains before cleaning.
- Wipe the FRITZ!Box with a slightly moist, lint-free cloth or an anti-static cloth.
- Do not use any strong detergents or solvents for cleaning.
- Do not use any wet cloths for cleaning.

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Functions

Internet Router

The FRITZ!Box 4040 is a router which is connected to an internet access device. The FRITZ!Box 4040 can be used on the following internet access devices:

- DSL or VDSL modem
- cable modem
- fiber optic modem
- router
- USB mobile broadband dongle

Wireless Access Point

The FRITZ!Box is a wireless access point for any wireless devices, for instance:

- notebooks
- tablets
- smartphones
- wireless printers

Hub in the Home Network

The FRITZ!Box is the hub in the home network. All of the devices connected with the FRITZ!Box make up the home network. With the FRITZ!Box you can keep track of all devices. The functions available for the home network include:

- A media server for transmission of music, pictures, and video to playback devices in the home network
- MyFRITZ!, for access to your own FRITZ!Box over the internet from anywhere
- FRITZ!NAS, for easy access to all files in the network

USB Ports

The FRITZ!Box has one USB 3.0 port and one USB 2.0 port for the following devices:

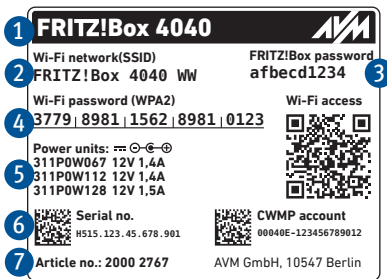
- USB storage devices (for example, flash drives, external hard drive, card reader)
- USB printers, USB all-in-one printers, USB scanners
- USB hubs

Device Data on the Type Label

Overview

Important device data on your FRITZ!Box are presented on the type label on the bottom of housing. There you find the preset network key for Wi-Fi connections with the FRITZ!Box, the preconfigured FRITZ!Box password for the user interface, the serial number for support queries, and additional data.

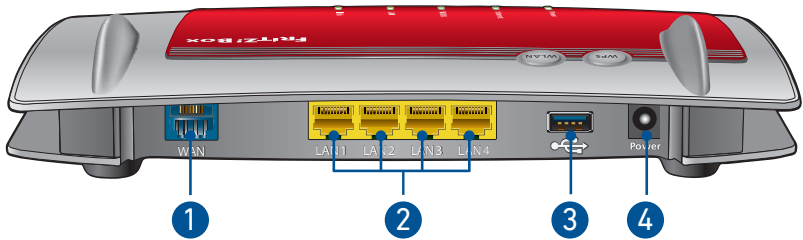
Device Data on the Type Label



No.	Meaning
1	Product name
2	Name of Wi-Fi network (SSID)
3	FRITZ!Box password
4	Network key (Wi-Fi password)
5	Power adapter specification
6	Serial number
7	Article number

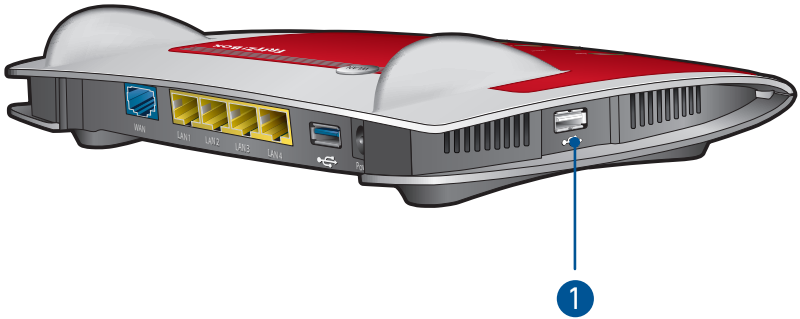
Connection Sockets

Connector Panel



No.	Name	Function
1	WAN	RJ45 socket for connecting to a modem or a router for internet access.
2	LAN 1 to LAN 4	Sockets for connecting computers and other network-compatible devices like hubs and game consoles.
3	USB	USB 3.0 socket for connecting USB devices like printers or storage media.
4	Power	Socket for plugging in the power supply.

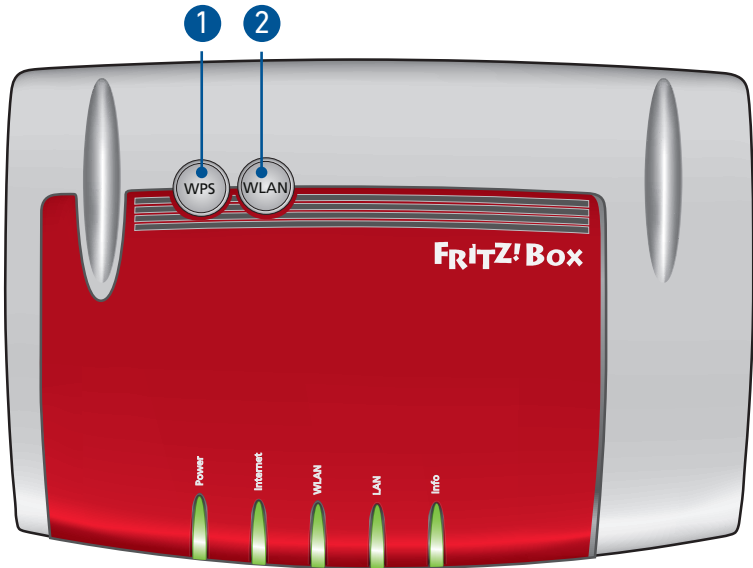
Connectors on the Sides: USB



No.	Name	Function
1	USB	USB 2.0 socket for connecting USB devices like printers or storage media.

Buttons

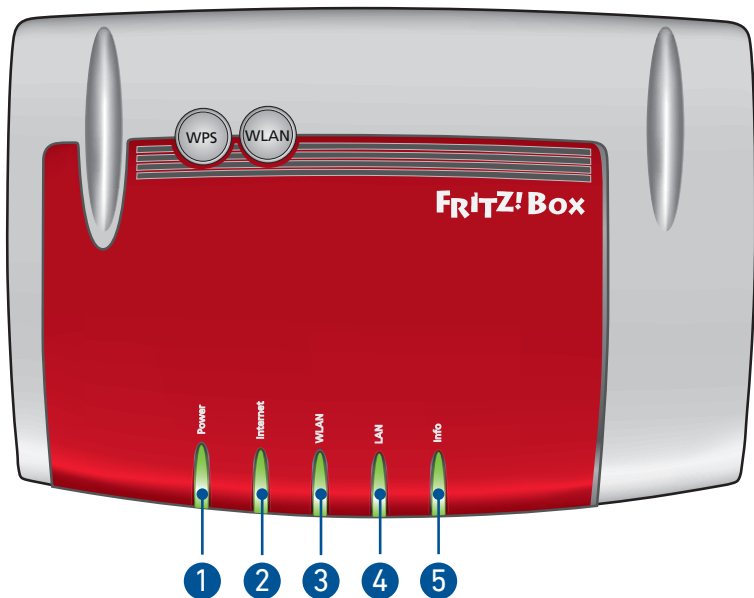
Button Functions



No.	Button	Function
1	WPS	Register wireless devices with the FRITZ!Box via WPS; see page 43
2	WLAN	Switch Wi-Fi on and off

LEDs

Meaning of the LEDs



No.	LED	Condition	Meaning
1	Power	off	The device has no electrical power.
		on	The device has electrical power.

No.	LED	Condition	Meaning
2	Internet	off	Not connected to the internet.
		on	An internet connection is active.
		flashing	There is an active connection to a modem or router, but the internet connection is not enabled or is being established now.
3	WLAN	off	Wi-Fi is disabled.
		on	Wi-Fi is enabled.
		flashing	<ul style="list-style-type: none"> • Switching Wi-Fi function on or off. • Applying changes to the Wi-Fi settings. • WPS in progress: Registration of a wireless device in progress.
4	LAN	off	There is no connection via LAN.
		on	Network connection is active to at least one connected device (network adapter or hub/switch).

No.	LED	Condition	Meaning
5	Info	off	None of the following processes is active:
		on	<ul style="list-style-type: none"> • AVM Stick & Surf procedure with FRITZ! WLAN USB Stick concluded. • Adjustable, see page 146
		flashing	<ul style="list-style-type: none"> • Updating FRITZ!OS. • Time budget for online time has been reached. • AVM Stick & Surf procedure with the FRITZ!WLAN USB Stick in progress. • Adjustable, see page 146
		on or flashing red	<p>Error:</p> <p>Open the user interface (see page 46) and follow the instructions on the "Overview" page.</p>

Requirements for Operation

Requirements

- For internet access via a DSL modem: DSL line with DSL modem
- For internet access via a cable modem: cable connection with cable modem
- For internet access via a fiber optic modem: fiber optic connection with fiber optic modem
- For internet access via router: existing router with internet connection
- For internet access via mobile network: USB modem with mobile network connection
- For configuration of the FRITZ!Box: a network device (computer or tablet) with network connection or Wi-Fi support and up-to-date web browser

For comprehensive technical information about your FRITZ!Box, [see page 193](#).

Connecting





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Overview: Connecting the FRITZ!Box

Overview

Connecting the FRITZ!Box entails the following steps:

	Instructions
	Place or hang up the FRITZ!Box in a suitable location.
	Connect the FRITZ!Box to the power supply.
	Connect the FRITZ!Box to your internet connection.
	Connect your computers and network devices to the FRITZ!Box.

Placement

Overview

You can place the FRITZ!Box on a horizontal surface or mount it on a wall.



Ideal operating conditions are achieved when you mount the FRITZ!Box on a wall.

Rules for Setting Up the FRITZ!Box

- Only use the FRITZ!Box indoors.
- Position the FRITZ!Box near an electrical outlet that is easy to reach, so that you can unplug the FRITZ!Box at any time.
- Position the FRITZ!Box in a dry location that is free of dust.
- Do not place the FRITZ!Box on heat-sensitive surfaces like furniture with sensitive paintwork.
- To avoid heat accumulation, the FRITZ!Box should not be placed on carpets or upholstered furniture.
- Provide for sufficient air circulation around the FRITZ!Box and do not cover up the FRITZ!Box. The ventilation slits must never be obstructed.

Rules for Optimum Wi-Fi Reception



Radio wave propagation during Wi-Fi operation is strongly dependent on the position of your FRITZ!Box. By slightly shifting the position of the FRITZ!Box you can improve the Wi-Fi connection. If these measures are not sufficient, then you can extend the range of your Wi-Fi network with a wireless repeater and Mesh with FRITZ!; [see page 66](#).

- Position the FRITZ!Box in a central location.
- Position the FRITZ!Box in an elevated location.

- Keep sufficient distance from potential sources of interference like DECT base stations, microwave devices or electric devices with large metal housings.
- Position the FRITZ!Box so that it is not covered by other objects and there are as few walls or other obstacles as possible between it and the other wireless devices.
- Make sure that the FRITZ!Box uses frequency ranges that are used by as few other devices as possible.

Instructions: Setting Up the FRITZ!Box

1. In compliance with the rules mentioned above, select a suitable location for the FRITZ!Box.
2. Place the FRITZ!Box in this location.

Instructions: Mounting FRITZ!Box on the Wall



Damage to electric wiring or gas or water pipes during drilling can present a significant danger. Before mounting the FRITZ!Box on the wall, make sure that there are no electricity lines, gas or water pipes located where you need to drill the holes. If necessary, check the site with a pipe detector or consult with qualified experts.

1. In compliance with the rules mentioned above, select a suitable location for mounting the FRITZ!Box on the wall.
2. Mark the spots for drilling at the desired location using the drilling template ([see page 203](#)).
3. Mount the FRITZ!Box on the wall with the socket strip down.

Connecting to Electric Power

Overview

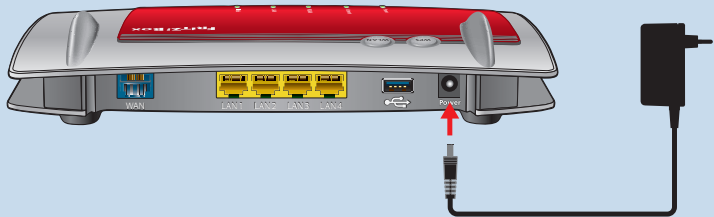
Connect the FRITZ!Box to the power supply.

Rules

- If possible, avoid using any power strips or extension cords.
- If it is not possible to avoid using socket strips and extension cords, then do not connect multiple extension cords or socket strips to each other.
- Use only the power adapter included with delivery.

Instructions: Plugging In to Electrical Power

1. Connect the power adapter to the socket on the FRITZ!Box labeled "Power".



2. Plug the other end into an electrical outlet.

Connecting with the Internet: Via Modem or Router

Overview

The FRITZ!Box is connected with the internet access via the “WAN” socket. For this you need a network cable and an access device appropriate for the connection type.

The following connection types are possible:

Type of connection	Access Device for the Connection Type
DSL or VDSL line	DSL or VDSL modem
Cable connection	Cable modem
Fiber optic connection	Fiber optic modem (FTTH ONT/media converter)
Any internet connection	Internet router

Connecting with the Internet: Via a DSL/VDSL Modem

Overview

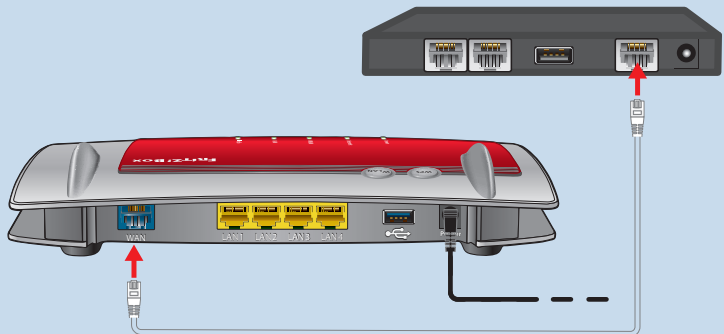
You can connect the FRITZ!Box to a DSL modem in order to connect it with the DSL or VDSL line.

Requirements

- A DSL modem connected to your DSL or VDSL line
- A network cable (for instance, from the FRITZ!Box package)
- The “WAN” socket is configured for “WAN” operation; [see page 112](#).

Instructions: Connecting to the DSL Modem

1. Insert one end of the network cable into the “WAN” port on the FRITZ!Box.



2. Insert the other end of the network cable into the LAN (Ethernet) socket on the cable modem.

Connecting with the Internet: Via a Cable Modem

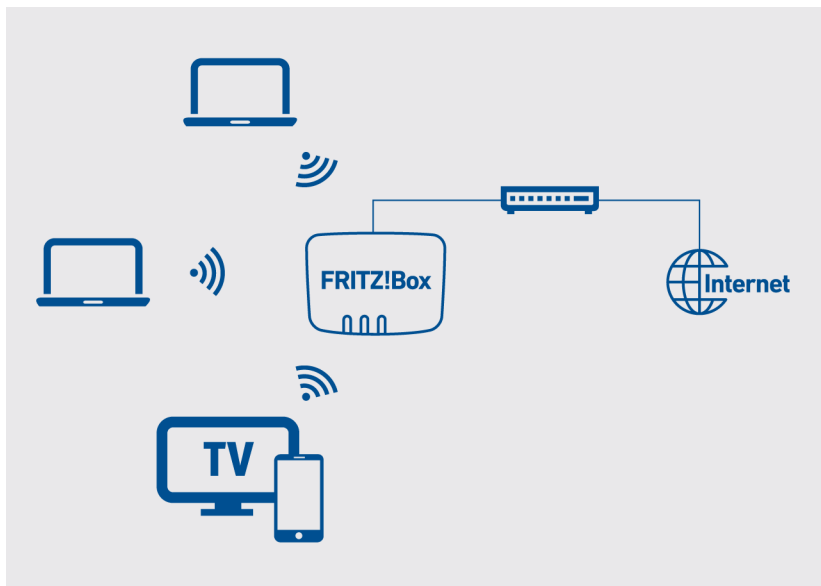
Overview

If you have a cable connection with a cable modem, you can connect the FRITZ!Box to the cable modem, from where it interfaces with the cable connection. Use a network cable.

Requirements

- A cable modem that is connected to your cable connection
- A network cable (for instance, from the FRITZ!Box package)
- The “WAN” socket is configured for “WAN” operation; [see page 112](#).

Example Configuration



Instructions: Connecting to a Cable Modem

1. Connect one end of the network cable to the LAN (Ethernet) port on the cable modem.
2. Insert the other end of the network cable into the “WAN” port on the FRITZ!Box.
3. Connect a computer with the FRITZ!Box, [see page 40](#) or [see page 42](#).
4. Set up the internet connection for connections via cable in the FRITZ!Box; [see page 55](#).

Connecting with the Internet: Via a Fiber Optic Modem

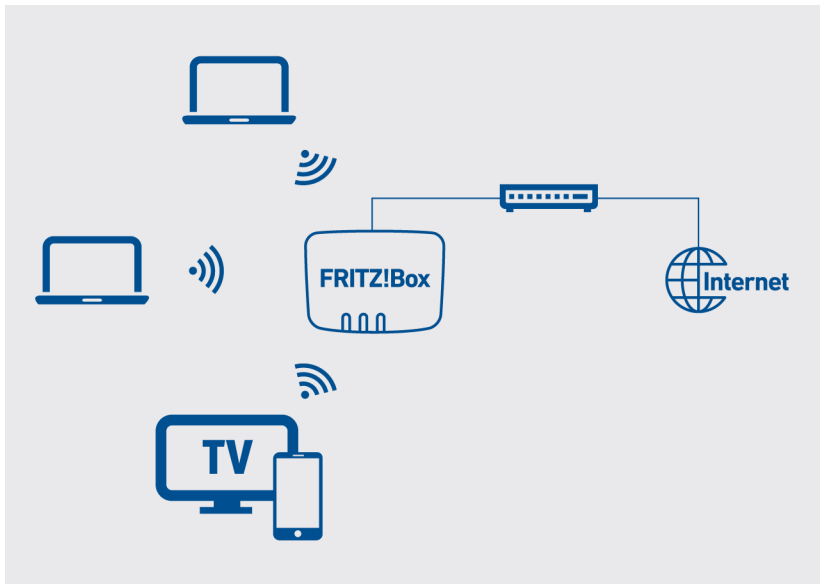
Overview

If you have a fiber optic connection with a fiber optic modem, you can connect the FRITZ!Box to the fiber optic modem (FTTH ONT) in order to connect it with the fiber optic connection.

Requirements

- A fiber optic modem that is connected to your fiber optic connection
- A network cable (for instance, from the FRITZ!Box package)
- The “WAN” socket is configured for “WAN” operation; [see page 112](#).

Example Configuration



Instructions: Connecting to a Fiber Optic Modem

1. Insert one end of the network cable into the “WAN” port on the FRITZ!Box.
2. Insert the other end of the network cable into the LAN (Ethernet) socket on the fiber optic modem.

Connecting with the Internet: Via a Router

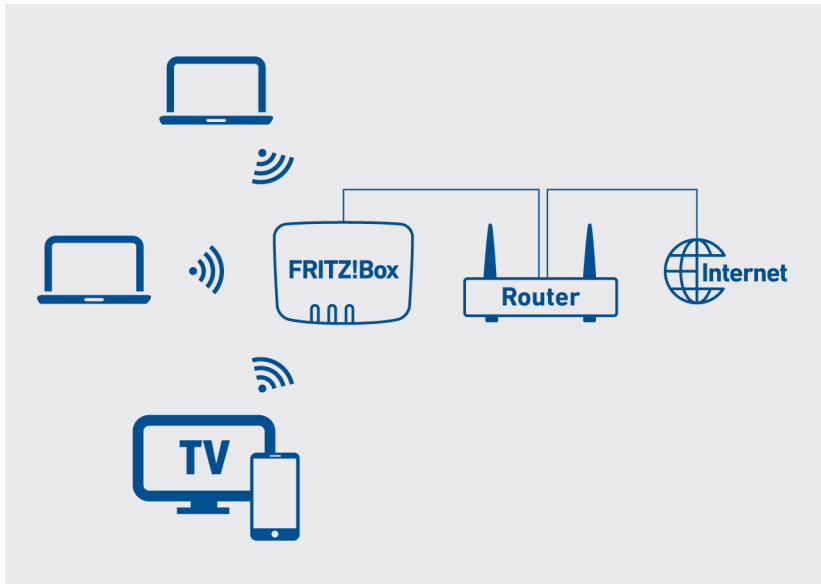
Overview

You can connect the FRITZ!Box to a router that is connected with the internet. In this way the FRITZ!Box can use the router's internet connection.

Requirements

- A router connected directly with the internet access
- A network cable (for instance, from the FRITZ!Box package)
- If the FRITZ!Box is operated as a router and generates its own IP network, then it is connected to the router via the "WAN" socket. The "WAN" socket must be configured for "WAN" operation; see [see page 112](#).
- If the FRITZ!Box is operated as an IP client on the router, then it must be connected to a LAN socket on the router. The "WAN" socket can be configured as a LAN port; [see page 112](#).

Example Configuration



Instructions: Connecting to the Router with a Network Cable

1. Insert one end of the network cable into the “WAN” port on the FRITZ!Box.
If the FRITZ!Box is to be operated as an IP client, then configure the “WAN” socket as a LAN port; [see page 112](#). Alternatively, you can insert the network cable into one of the LAN sockets.
2. Insert the other end of the cable into the network socket on the internet router.

Connecting with the Internet: Via Mobile Network

Overview

The FRITZ!Box can connect to the internet via the mobile network.

Supported Devices and Mobile Communication Standards

- USB mobile network dongles for LTE/UMTS/HSPA
- Mobile network dongles and smartphones that support USB tethering
- Smartphones configured as Wi-Fi hotspots

Requirements

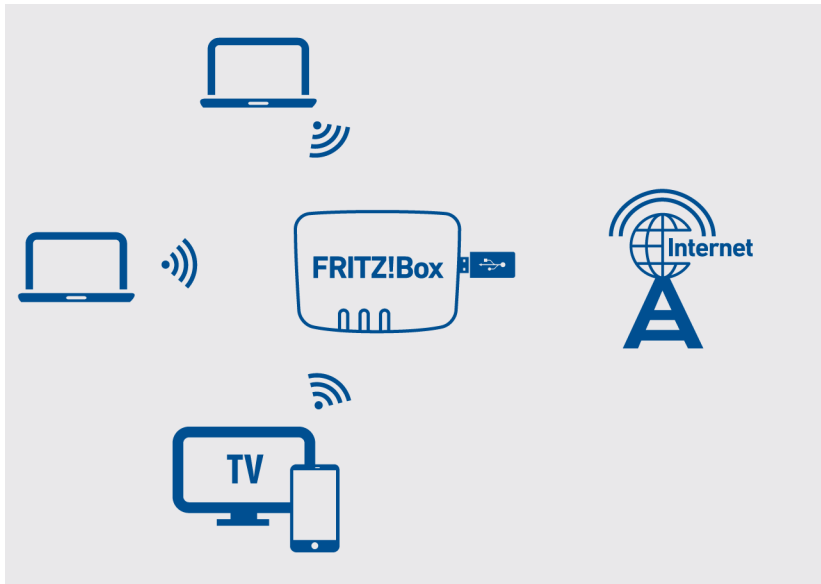
- A mobile network device for internet access via LTE, UMTS or HSPA
- A SIM card from a mobile network provider

Restrictions by the Mobile Network Provider



Due to technical limitations on the part of the mobile network providers, some limitations may arise for internet telephone calls and for applications requiring an incoming connection. This is also true for using port sharing, releasing USB storage media for sharing, remote maintenance over HTTPS, Dynamic DNS, and VPN. Contact your network provider for details on any restrictions that may apply.

Example Configuration



Instructions: Connecting the Mobile Network Dongle

1. Insert the mobile network dongle into a USB port of the FRITZ!Box.

Instructions: Connecting with the Smartphone via USB

1. Connect the smartphone to a USB port on the FRITZ!Box using a USB cable.

Connecting with the Smartphone via Wi-Fi

You can establish the connection to the smartphone via Wi-Fi; [see page 61](#).

Connecting Computers and Other Devices Using a Network Cable

Overview

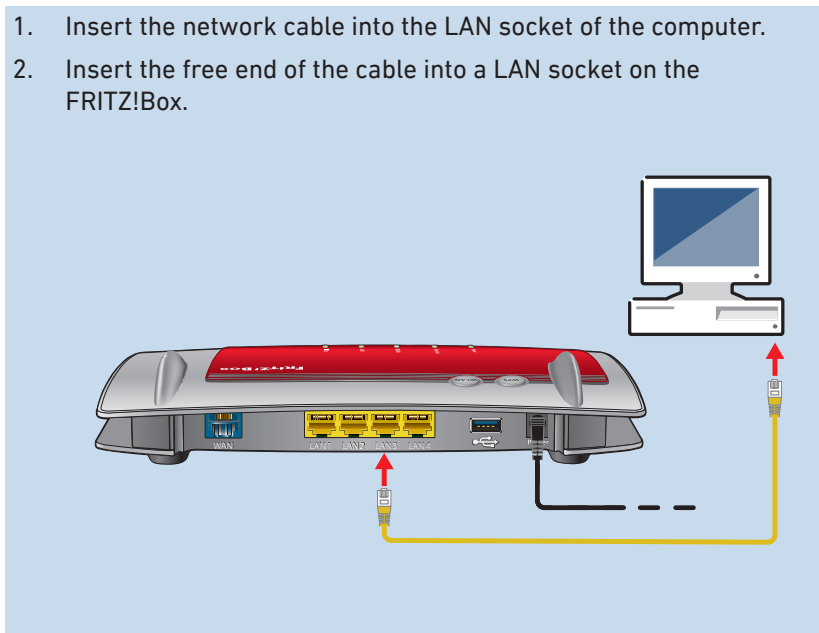
You can connect computers and other network devices with the FRITZ!Box using a network cable. This is recommended especially for the initial configuration of your FRITZ!Box. The way a computer is connected is the same regardless of the computer's operating system.

Rules

- The network cable used to connect a computer or another network device to the FRITZ!Box may be no longer than 100 m.

Instructions: Connecting a Computer Using a Network Cable

1. Insert the network cable into the LAN socket of the computer.
2. Insert the free end of the cable into a LAN socket on the FRITZ!Box.



Instructions: Connecting a Network Hub or Network Switch

1. Insert the network cable included in the package into the uplink port of the network hub or network switch.
2. Insert the free end of the cable into a LAN socket on the FRITZ!Box.

Connecting Wireless Devices with FRITZ!Box

Overview

You can connect computers, smartphones, tablets, and other network devices wirelessly with the FRITZ!Box via Wi-Fi.

Wi-Fi connections can be established using a QR code, the Wi-Fi network key of the FRITZ!Box, or via WPS.

Requirements

- for Wi-Fi connections via QR code: smartphone or tablet with a QR code app
- for Wi-Fi connections via WPS: Wireless device with support for WPS at the touch of a button (WPS Push Button)

Many Windows computers support WPS. Apple devices (MacOS, iOS) do not support WPS.

Scanning QR Codes on a Smartphone or Tablet

Many smartphones and tablets can scan QR codes using the camera app, for instance, iPhones with iOS13 or later. To test your smartphone or tablet, open the camera app and point the camera at a QR code. If the device detects the QR code, a message appears with the information stored in the QR code. If no message appears, you can use a QR code app to scan the QR code.

Example: QR code with the address (URL) of the English-language AVM website:



Instructions: Establishing a Wi-Fi Connection with the QR Code

1. Open the user interface; [see page 46](#).
2. Select “Wi-Fi / Wi-Fi Network”.
Here is where to find the QR code for Wi-Fi connections with the FRITZ!Box.
3. Scan the QR code on your smartphone or tablet.
You can scan the QR code directly from the screen or print it out (by clicking on “Print Info Page”).

Instructions: Establishing a Wi-Fi Connection Using a Network Key

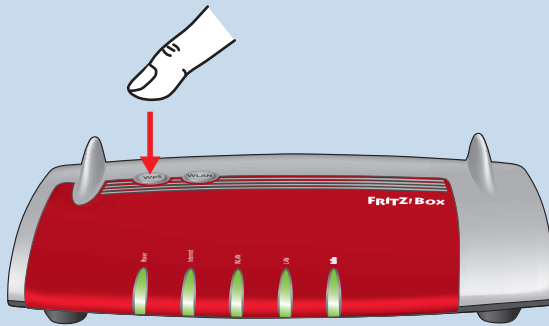
1. On the wireless device, select the Wi-Fi network of the FRITZ!Box.
The preconfigured Wi-Fi name is composed of “FRITZ!Box 4040” and two randomly selected letters (for instance, “XY”). It is printed on the type label on the bottom of housing.
2. Start the connection procedure.
3. Enter the network key of the FRITZ!Box.
This is found on the type label on the bottom of housing.

Instructions: Establishing a Wi-Fi Connection Using WPS

WPS is a method for establishing secure Wi-Fi connections at the touch of a button.

1. On the wireless device, select the Wi-Fi network of the FRITZ!Box.
The preconfigured Wi-Fi name is composed of “FRITZ!Box 4040” and two randomly selected letters (for instance, “XY”). It is printed on the type label on the bottom of housing.
2. Start the connection procedure via WPS (see the documentation of the wireless device).

3. On the FRITZ!Box: Press the "WPS" button.



The "WLAN" LED flashes while the Wi-Fi connection is being established.

User Interface

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Opening the User Interface

Overview

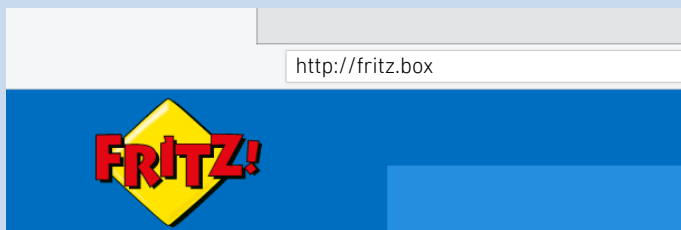
Open the user interface of the FRITZ!Box in a web browser. In the user interface you configure the FRITZ!Box and receive information on connections, interfaces, and on the entire home network.

Requirements

- Your computer, tablet or smartphone is connected with the FRITZ!Box via Wi-Fi or with the network cable.

Instructions: Opening User Interface

1. Start a web browser on your computer or mobile device and enter <http://fritz.box> in the address bar.



2. Enter the preset FRITZ!Box password and click on “Log In”. The preconfigured FRITZ!Box password is printed on the type label on the bottom of housing and on the “FRITZ! Notes” service card.

If you already changed the preset FRITZ!Box password, or if a FRITZ!Box user has already been created, then log in with the changed login information; [see page 142](#).

The FRITZ!Box user interface opens to display the “Overview” home page.

Homepage of the User Interface

Overview

The “Overview” menu is the homepage of your FRITZ!Box user interface. In addition to a clear menu structure and wizards offering step-by-step instructions, the homepage displays important information on the FRITZ!Box and all of the devices connected in the home network.

Overview of Settings on the Homepage

The homepage displays all of the basic information on the status of your FRITZ!Box as well as an overview of all FRITZ!Box settings and devices in the home network. The homepage also presents important notifications for secure, reliable operation of your FRITZ!Box.

- Links take you directly to the pages in the user interface on which you can configure settings for FRITZ!Box functions.
- Links to FRITZ! products in the home network open their user interfaces in their own browser tabs.

Area	Function / Display
System	<ul style="list-style-type: none"> • Product name or individually assigned name of the FRITZ!Box • FRITZ!OS installed • Current power consumption • Important notifications for secure, reliable operation of your FRITZ!Box
Connections and Interfaces	<ul style="list-style-type: none"> • Information on internet connections and on all FRITZ!Box interfaces • Devices connected to the FRITZ!Box, such as computers, network storage, or printers • configured convenience features

Using the Wizard for Basic Configuration

Overview

The first time the user interface is opened, the Wizard for Basic Configuration of the FRITZ!Box is started. This wizard assists you in entering your account information for internet access.



The wizard can be restarted at any time via the “Wizards” menu in the FRITZ!Box user interface.

Requirements

- The FRITZ!Box password has been supplied. The preconfigured FRITZ!Box password is printed on the FRITZ!Box service card “FRITZ! Notes” and on the type label on the bottom of housing.
- The account information has been supplied by your internet service provider.

Instructions: Using the Wizard for Basic Configuration

1. Enter the preset FRITZ!Box password and click on “Log In”.
2. Choose whether you would like to use the AVM services for diagnostics and maintenance. We recommend leaving this option enabled. You can always change the setting later.
3. Click on “Next”.
4. Follow the wizard’s instructions.

Once the wizard is complete, the basic configuration of the FRITZ!Box has been concluded. The FRITZ!Box is ready to use the internet.

Changing the FRITZ!Box Password

Overview

Within the FRITZ!Box home network you can log in with the FRITZ!Box using a FRITZ!Box password without a username. For the first login with the FRITZ!Box, use the FRITZ!Box password preset for your FRITZ!Box. The preconfigured FRITZ!Box password is printed on the “FRITZ! Notes” service card and on the type label on the bottom of housing of your FRITZ!Box. You can change the preconfigured FRITZ!Box password.

We recommend configuring the “Forgot Password” push service; [see page 140](#). When you have forgotten a password, the FRITZ!Box sends an access link to the email address you specified. Using this link you can set a new password.

Requirements

- You have not yet changed the username automatically created for the FRITZ!Box password; [see page 142](#).

Instructions: Changing the FRITZ!Box Password

1. Open the FRITZ!Box user interface. In the browser, enter the address <http://fritz.box>.
2. Log on with the FRITZ!Box password.
3. Click on the menu with the three dots in the header of the FRITZ!Box user interface:



4. Click on “Change Password” in the menu.

5. Enter a new password. Remember to comply with the rules for passwords; [see page 144](#).
6. Click on "Apply".

Logging Out of the User Interface

Overview

Session IDs are assigned for access to the FRITZ!Box user interface. The use of session IDs offers effective protection from attacks from the internet in which attackers send unauthorized data to a web application. For security reasons, we therefore recommend that you log out of the user interface before surfing the web.



Use push services to have yourself notified each time someone logs into or out of your FRITZ!Box; [see page 140](#).

Automatic Logout when Idle

If you have not logged out of the FRITZ!Box user interface, and have not been active in the browser for 20 minutes, you will be logged out automatically.

Instructions: Manual Logout

1. Click on the menu with the three dots in the header of the FRITZ!Box user interface:



2. Click on "Log Off" in the menu.

You have logged out of the FRITZ!Box user interface.


Configuring

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Overview: Configuring the FRITZ!Box

Overview

Configuration of the FRITZ!Box entails the following steps:

	Instructions
	Set up the internet connection in the FRITZ!Box.

Requirements

- The FRITZ!Box is connected with the internet access.

Configuring Internet Access via DSL Modem

Overview

You can connect the FRITZ!Box to a DSL modem which provides the internet connection.

Operating Mode of the FRITZ!Box

If the FRITZ!Box is connected with the Internet access via DSL modem, the following apply:

- The FRITZ!Box obtains the public IP address from the Internet service provider via DHCP or PPPoE.
- The FRITZ!Box establishes the internet connection itself.
- The FRITZ!Box functions as a router.
- The FRITZ!Box opens up its own IP network.
- The firewall of the FRITZ!Box is enabled.

Requirements

- The FRITZ!Box is connected to a DSL modem, which is connected with the DSL or VDSL line; [see page 31](#).
- The “WAN” socket is configured for “WAN” operation; [see Configuring the “WAN” Connection Socket, page 112](#).

Instructions: Configuring Internet Access on the DSL Connection

1. Open the user interface; [see page 46](#).
2. Select the “Internet / Account Information” menu and the “Internet Connection” tab.
3. Select the “DSL or fiber optic modem” entry from the “Internet connection via” list.
4. For further settings, use the online help of the FRITZ!Box.

Configuring Internet Access via Cable Modem

Overview

You can connect the FRITZ!Box to a cable modem which provides the internet connection.

Operating Mode of the FRITZ!Box

If the FRITZ!Box is connected with the internet access via cable modem, the following apply:

- The FRITZ!Box obtains its public IP address from the internet service provider via DHCP.
- The FRITZ!Box establishes the internet connection itself.
- The FRITZ!Box functions as a router.
- The FRITZ!Box opens up its own IP network.
- The firewall of the FRITZ!Box is enabled.

Requirements

- The FRITZ!Box is connected to a cable modem, which is connected with the cable junction; [see page 32](#).
- The “WAN” socket is configured for “WAN” operation; [see page 112](#).

Instructions: Setting Up Internet Access on the Cable Connection

1. Open the user interface; [see page 46](#).
2. Select the “Internet / Account Information” menu and the “Internet Connection” tab.
3. Select the “Cable modem or internet router” entry in the “Internet connection via” field.
4. For further settings, use the online help.

Configuring Internet Access via Fiber Optic Modem

Overview

You can connect the FRITZ!Box to a fiber optic modem which provides the internet connection.

Operating Mode of the FRITZ!Box

If the FRITZ!Box is connected with the internet access via fiber optic modem, the following apply:

- The FRITZ!Box obtains its public IP address from the internet service provider via DHCP or PPPoE.
- The FRITZ!Box establishes the internet connection itself.
- The FRITZ!Box functions as a router.
- The FRITZ!Box opens up its own IP network.
- The firewall of the FRITZ!Box is enabled.

Requirements

- The FRITZ!Box is connected to a fiber optic modem, which is connected with the fiber optic connection; [see page 34](#).
- The “WAN” socket is configured for “WAN” operation; [see page 112](#).

Instructions: Setting Up Internet Access on the Fiber Optic Connection

1. Open the user interface; [see page 46](#).
2. Select the “Internet / Account Information” menu and the “Internet Connection” tab.
3. Select the “DSL or fiber optic modem” entry from the “Internet connection via” field.
4. Select your fiber optic operator. If your fiber optic provider is not included in the list, select the “other internet service provider” entry.

5. For further settings, use the online help of the FRITZ!Box.

Configuring Internet Access via Another Router

Overview

You can operate the FRITZ!Box as a router on another router. The other router provides the internet connection.

Operating Mode of the FRITZ!Box

The following applies to this kind of internet connection:

- The FRITZ!Box receives an IP address from the upstream router via DHCP (default setting).
- The FRITZ!Box functions as its own router.
- The FRITZ!Box creates its own IP network.
- The firewall of the FRITZ!Box is enabled.

Requirements

- The FRITZ!Box is connected with a router that provides the internet connection; [see page 36](#).
- The “WAN” socket is configured for “WAN” operation; [see page 112](#).

Instructions: Setting Up Internet Access via WAN (as a Router)

1. Open the user interface; [see page 46](#).
2. Select the “Internet / Account Information” menu and the “Internet Connection” tab.
3. In the “Internet Service Provider” area, select the settings “more internet service providers” and then “other internet service provider”.
4. From the “Connect via” area, select the “Connection to an external modem or router” option.
5. Select the “Cable modem or internet router” entry in the “Internet connection via” field.

6. For further settings, use the online help of the FRITZ!Box.

Configuring Internet Access via Another Router: IP Client

Overview

You can connect the FRITZ!Box as an IP client to a router which provides the internet connection.

Operating Mode of the FRITZ!Box

The following apply in IP client mode:

- The FRITZ!Box receives an IP address from the upstream router via DHCP (default setting).
- The FRITZ!Box becomes a part of the router's IP network.
- The network devices connected to the FRITZ!Box receive their IP addresses from the upstream router.
- The firewall of the FRITZ!Box is disabled.

Requirements

- The FRITZ!Box is connected with a router that provides the internet connection. There are two possibilities for connecting the FRITZ!Box with the router:
 - Via the WAN socket. The socket must be configured as a LAN port; [see page 112](#).
 - Via one of the LAN sockets.

Instructions: Setting Up Internet Access via LAN (as an IP Client)

1. Open the user interface; [see page 46](#).
2. Select the "Internet / Account Information" menu and the "Internet Connection" tab.
3. Select "Internet router as IP client" from the "Internet connection via" list.
4. For further settings, use the online help of the FRITZ!Box.

Configuring Internet Access via a Wireless Device

Overview

You can use the FRITZ!Box on an existing internet connection by connecting to it via Wi-Fi. The FRITZ!Box can share the internet connection of another device via a Wi-Fi connection. The other device can be a router, for instance, or a smartphone configured as a hotspot.

Operating Mode of the FRITZ!Box

The following applies to this kind of internet connection:

- The FRITZ!Box receives an IP address from the upstream router via DHCP (default setting).
- The FRITZ!Box functions as its own router.
- The FRITZ!Box creates its own IP network.
- The firewall of the FRITZ!Box is enabled.

Requirements

- The Wi-Fi network transmits in the 2.4-GHz frequency range.
- The connection is encrypted using WPA2.
- The Wi-Fi network allows the FRITZ!Box to set up a Wi-Fi connection.

Instructions: Configuring Internet Access via Wi-Fi

1. Open the user interface; [see page 46](#).
2. Select the “Internet / Account Information” menu.
3. Select the “Existing connection over Wi-Fi” entry from the “Internet service provider” list.
A list of the Wi-Fi networks in the vicinity is displayed.
4. Select the Wi-Fi network you want to connect the FRITZ!Box with.

5. Enter the network key of the Wi-Fi network in the “Network key” field in the “Security” area.
6. Save your settings by clicking “Apply”.

The FRITZ!Box is configured as a router and the network range is changed automatically. The FRITZ!Box, along with the connected network devices, forms its own self-contained network.

Configuring Internet Access via the Mobile Network


Overview

In the FRITZ!Box you can configure internet access via the mobile network.

Requirements

- A mobile network dongle or an Android smartphone with USB tethering enabled must be connected to the USB port of the FRITZ!Box; see page 38.

Instructions: Configuring the Internet Connection via the Mobile Network

1. Open the user interface; see page 46.
2. Select "Internet / Mobile Network".
3. For instructions, open the online help .

Saving Power with the FRITZ!Box

Overview

The FRITZ!Box offers various settings for energy-saving operation. The following section describes how you can configure these settings and what potential energy savings can be expected.

Viewing Information on Energy Consumption

The current power consumption of the total FRITZ!Box system is displayed on the “Overview” page of the user interface.

Information on the power consumption of the individual areas, and on the average power consumption over the last 24 hours, is presented in the FRITZ!Box user interface under “System / Energy Monitor / Power Consumption”.

Using Savings Potential

What	How to	Where
Wi-Fi	Configure a schedule; see page 127	“Wi-Fi / Schedule” menu
	Switch off Wi-Fi; see page 127	<ul style="list-style-type: none"> • “WLAN” button • “Wi-Fi / Wi-Fi Network” menu
	Reduce the maximum transmitter power	“Wi-Fi / Wi-Fi Channel / Wi-Fi Channel Settings / Additional settings” menu
LAN	Use the LAN port in energy-saving (green) mode	“Home Network / Network / Network Settings / LAN Settings” menu
USB	Use the USB port in energy-saving (Green) mode; see page 122	“Home Network / USB/Storage / USB Settings” menu

Mesh with FRITZ!

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Expanding a Wi-Fi Network with Mesh

Overview

If the Wi-Fi network of the FRITZ!Box does not reach all of your rooms, then you can extend it with various FRITZ! products. Mesh combines the individual Wi-Fi networks of the FRITZ! devices into a single Wi-Fi network.

The FRITZ!Box is the hub of the Wi-Fi with Mesh, the “Mesh Master”. Other FRITZ! devices in the Mesh are “Mesh Repeaters”.

Mesh is available in FRITZ!OS version 7.00 or later.



The Mesh functions are not available when you expand the Wi-Fi network with a wireless repeater from another manufacturer.

FRITZ! Devices with Mesh

The following FRITZ! products can be used as “Mesh Repeaters” to expand the Wi-Fi network of the FRITZ!Box:

- FRITZ!Repeater

The connection to the FRITZ!Box will be established via Wi-Fi or LAN cable (FRITZ!Repeater with LAN port only). More information at en.avm.de/products/fritz wlan.

- FRITZ!Powerline

The connection to the FRITZ!Box is established via the electric wiring. For more information, see en.avm.de/products/fritz powerline.

- second FRITZ!Box

The second FRITZ!Box must be configured as a “Mesh Repeater” and as an IP client (IP client mode); see the FRITZ!Box manual at en.avm.de/service/manuals.

The connection to the first FRITZ!Box is established using a LAN cable. For some FRITZ!Box products a Wi-Fi connection is also possible; see the FRITZ!Box manual at en.avm.de/service/manuals.

Features in the Mesh

The FRITZ!Box is the hub of the Mesh, the “Mesh Master”. Other FRITZ! devices in the Mesh are “Mesh Repeaters”. The following features provide for high-performance connections between the devices and for convenience in the Mesh:

- Consistent Wi-Fi settings: “Mesh Repeaters” adopt from the “Mesh Master” the network name (SSID), network key, Wi-Fi guest access, and Wi-Fi schedule.
- “Mesh Overview” in the user interface of the “Mesh Master”: Here you can perform updates for all FRITZ! devices in the Mesh.
- Improved information exchange among FRITZ! devices provides for faster Wi-Fi connections.
- Mesh Wi-Fi Steering (access point steering, FRITZ!OS 7.10 or later): The “Mesh Master” can select the best FRITZ! device for each wireless device to use to access the home network.

Enabling Mesh for FRITZ!Repeater and FRITZ!Powerline


Overview

In order to benefit from the advantages of Mesh, enable Mesh for all FRITZ!Repeater s and FRITZ!Powerline devices located in the home network of your FRITZ!Box.


Requirements

- FRITZ!OS 7.00 or later is installed on the FRITZ!Box.
- FRITZ!OS version 7.00 or later is installed on the FRITZ!Repeater or FRITZ!Powerline.
- The FRITZ!Repeater or FRITZ!Powerline is located in the home network of the FRITZ!Box.

Instructions: Enabling Mesh for a FRITZ!Repeater

1. Open the FRITZ!Box user interface; [see page 46](#).
 2. Select "Home Network / Mesh".
 3. The FRITZ!Box is displayed in the overview with the "Mesh enabled"  symbol. If the symbol is also displayed for the FRITZ!Repeater, then Mesh is already enabled for the FRITZ!Repeater. If the symbol is missing next to the FRITZ!Repeater, continue with the next step.
 4. Press the button on the FRITZ!Repeater.
After the button is released, the "WLAN" or "Connect" LED on the FRITZ!Repeater flashes rapidly.
 5. Within 2 minutes, start WPS on the FRITZ!Box. Do this by pressing the "WPS" button until the "Info" LED starts flashing.
- Mesh is enabled and the FRITZ!Repeater is displayed in the overview marked with the "Mesh enabled" symbol.

Instructions: Enabling Mesh for a FRITZ!Powerline

1. Open the FRITZ!Box user interface; [see page 46](#).
2. Select “Home Network / Mesh”.
3. The FRITZ!Box is displayed in the overview with the “Mesh enabled”  symbol. If the symbol is also displayed for FRITZ!Powerline, then Mesh is already enabled for FRITZ!Powerline. If the symbol is missing next to FRITZ!Powerline, continue with the next step.
4. Press the button on FRITZ!Powerline to establish a connection:

FRITZ!Powerline Model	Connection Button
1260E	Connect
1240E, 546E, 540E	WLAN/WPS

All of the LEDs on FRITZ!Powerline will be flashing when you release the button.

5. Within 2 minutes, start WPS on the FRITZ!Box. Do this by pressing the “WPS” button until the “Info” LED starts flashing.

Mesh is enabled and the FRITZ!Powerline is displayed in the overview marked with the “Mesh enabled” symbol.

Using FRITZ!Box as a Mesh Repeater


Overview

You can use your FRITZ!Box 4040 as a Mesh Repeater. As Mesh Repeater, the FRITZ!Box 4040 expands the Wi-Fi network of another FRITZ!Box which is connected to the internet connection. The other FRITZ!Box is the Mesh Master, and the Wi-Fi networks of both FRITZ!Box products are combined to make the Mesh Wi-Fi. All Mesh Repeaters automatically adopt the Wi-Fi network settings from the Mesh Master (network name, network key, guest access, schedule) and expand the Wi-Fi network.

Requirements

- FRITZ!OS 7.00 or later is installed on the FRITZ!Box.

Instructions: Configuring FRITZ!Box as a Mesh Repeater

1. Open the user interface; [see page 46](#).
2. Select "Home Network / Mesh / Mesh Settings".
3. For instructions, open the online help .

Instructions: Using the Telephone Book of the Mesh Master

On the Mesh Repeater you can use the telephone books on the Mesh Master. Then telephone books that are saved on the Mesh Repeater itself can no longer be used.

1. On the Mesh Repeater: Open the user interface; [see page 46](#).
2. Select "Home Network / Mesh / Mesh Settings".
3. Enable the "Use the telephone book of the Mesh Master" checkbox.
4. Click on "Apply".

User Interface: Internet Menu

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Using AVM Services for Diagnostics and Maintenance

Overview

The AVM services for diagnostics and maintenance keep your FRITZ!Box and the FRITZ!OS operating system up to date and support the security and further development of your FRITZ!Box.



We recommend leaving the use of all AVM services enabled for your FRITZ! device.

AVM Services


The following AVM services are provided by your FRITZ!Box:

AVM Service	Explanation
Search for updates	Your FRITZ!Box connects with the AVM update server regularly to search for and install new versions of FRITZ!OS.
Diagnostics data for error analysis	Upon suspicion of misuse by third parties, your FRITZ!Box transmits error reports or technical diagnostics data to AVM for analysis.
Diagnostics data for system maintenance	Your FRITZ!Box transmits device-specific data to AVM for the development of security updates and to further develop FRITZ!OS.

Data Protection

The diagnostics data and the device-specific data transmitted by your FRITZ!Box to AVM do not contain any personalized data. The data transmitted serve the exclusive purpose of technical adaptations and optimizations of your FRITZ!Box. Also, AVM does not pass these data on to third parties. The exact wording of the data privacy statement is presented under "Legal Notice / Data Privacy Statement" in the online help.

Instructions: Configuring AVM Services

1. Open the user interface; [see page 46](#).
2. Select "Internet / Account Information / AVM Services".
3. For instructions, open the online help .

Configuring Parental Controls

Overview

With parental controls you can control network devices' internet use. For each individual network device, you can limit the duration and content of internet use. The specifications for temporal and content-related restrictions are created and saved as access profiles. You assign these access profiles to the network devices.

- You can create multiple different access profiles; [see page 77](#).
- With the device block you can block all internet use for a network device without using a special access profile; [see page 75](#).
- With tickets you can extend the restricted use time for individual network devices. A ticket is redeemed on the network device and extends the use time by 45 minutes. Tickets can be redeemed before the use time has been exhausted to avoid interruption of online time. To distribute a ticket for extended use time, [see Instructions: Distributing a Ticket for Extended Use Time, page 76](#).
- The remaining online time permitted can be queried on any network device with restricted online time; [see Instructions: Querying Remaining Online Time, page 76](#).

Example

You have three children, all of whom use various devices that access the internet via FRITZ!Box. You would like to restrict your children's use of the internet as follows:



- Their daily time online is to be restricted to a few hours.
- Access to websites with adult content is to be blocked.

With parental controls you can restrict the internet use of each child individually.

Requirements

- The FRITZ!Box establishes its own connection to the internet. If the FRITZ!Box is configured as an IP client that uses the internet connection of another router, you must use the parental controls set on the other router.

Instructions: Configuring Parental Controls for a Network Device

1. Open the user interface; [see page 46](#).
2. Select "Internet / Filters / Access Profiles".
3. If there is no access profile with the restrictions you want, then create an access profile:
 - For instructions, open the online help .
4. Select "Internet / Filters / Parental Controls".
5. Click on the "Change Access Profile" button.
6. Assign to the network device the access profile with the desired restrictions:
 - For instructions, open the online help .

Instructions: Blocking a Device

1. Open the user interface; [see page 46](#).
2. Select "Internet / Filters / Parental Controls".
3. Select the network device in the device overview and click on the "Block" link.

Internet access is blocked for this network device. It is no longer possible to access the internet from this device.

Instructions: Distributing a Ticket for Extended Use Time

1. Open the user interface; [see page 46](#).
2. Select “Internet / Filters / Access Profiles”.
In the “Tickets for Additional Online Time” area a list with 10 tickets is displayed.
3. Distribute the tickets by printing out the list with the tickets.
 - Click on “Print Tickets”.
 - › The 10 tickets are shown in the “Tickets for Online Access” window.
 - Print out the list and distribute the tickets to the users of the network devices whose online time is to be extended.
4. If you want to distribute only one single ticket, then click on “Share Ticket”.
A ticket is saved to the clipboard and can be sent to the user of a network device however you like. In the list of tickets, that ticket is displayed crossed out in gray.

Instructions: Querying Remaining Online Time

1. Open a browser on the network device for which the remaining online time is to be queried.
2. Enter “fritz.box” in the address bar of the browser.
The time remaining before the permitted online time has been exhausted is shown in the “Parental Controls” window. If the user has a ticket to extend online time, it can be redeemed here.

Creating and Assigning Access Profiles

Overview

In an access profile you can enter the time and content restrictions for internet use. The devices in the network can have different access profiles. An access profile can be assigned to one or multiple network devices. A network device then accesses the internet exactly as specified in the access profile.

Access Profile: Definition

An access profile is a provision that describes exactly what is allowed during internet use. An access profile takes into consideration three aspects of internet use:

Aspect	Description
Time limit	With time limits you can define when and for how long internet use is permitted each day.
Filters for websites	With the filter lists you can specify which websites are allowed to be accessed.
Blocked network applications	With the list of blocked network applications you specify which network applications are allowed to communicate over the internet. This list can contain, for instance, file sharing programs or chat software.

Example


You have three children and would like to control the internet use of each child in different ways:

- Create an individual access profile for each child.
- Include in this access profile the time and content restrictions to be imposed on the given child.


Preconfigured Access Profiles

Name	Properties
Standard	<ul style="list-style-type: none">• Set by default to unrestricted use• Automatic access profile for network devices registering with the home network for the first time• Can be changed
Guest	<ul style="list-style-type: none">• Automatic, exclusive access profile for network devices registering with the guest network• Can be changed
Unrestricted	<ul style="list-style-type: none">• Unrestricted internet use• Cannot be changed

Instructions: Creating an Access Profile

1. Open the user interface; [see page 46](#).
2. Select "Internet / Filters / Access Profiles".
3. For instructions, open the online help .

Instructions: Assigning an Access Profile

1. Open the user interface; [see page 46](#).
2. Select "Internet / Filters / Parental Controls".
3. For instructions, open the online help .

Editing Filter Lists

Overview

You can use a filter list to block access to websites with inappropriate content. Upon delivery, there are two empty lists in the FRITZ!Box. You can enter websites in these lists. These lists can then be used as filters in the access profiles.

Types of Lists

There is the “Permitted websites” list and the “Blocked websites” list. Use one of the lists to block access to websites with inappropriate contents. The lists work in the following way:


Filter List	Function and Use
Permitted websites	<ul style="list-style-type: none"> • Websites included in the permitted websites list can be accessed. • Use the permitted websites list if most websites are to be blocked and only a few are permitted.
Blocked websites	<ul style="list-style-type: none"> • Websites included in the blocked websites list are blocked. • Use the blocked websites list if most websites are to be permitted and only a few are to be blocked.

Requirements

- The FRITZ!Box establishes its own connection to the internet. If the FRITZ!Box is configured as an IP client that uses the internet connection of another router, you must use the filter functions set on the other router.

Instructions: Editing Filter Lists

1. Open the user interface; [see page 46](#).
2. Select “Internet / Filters / Lists”.

3. For instructions, open the online help .

Configuring Priorities for Internet Use

Overview


For network devices or network applications you can define different priorities for access to the internet connection.

Prioritization Categories

There are three prioritization categories for network applications:

- Real-time applications have the highest priority. This category is intended for applications with high demands on transmission speed and reaction times (for example, internet telephony, IPTV, video on demand). If an application of this category uses the internet connection to full capacity, no other data will be transmitted.
- Prioritized applications have intermediate priority. This category is intended for applications that require fast reaction times (for example, company access, terminal applications, games). These applications will be granted higher priority. When an application of this category uses the full capacity of the internet connection, the data of other applications will be transferred with lower priority.
- Background applications have the lowest priority. This category is for applications that run in the background, which are treated with low priority when the internet connection is running at capacity (for instance, automatic updates, peer-to-peer services). If no other network applications are active, then the background applications receive the entire bandwidth.

Instructions: Configuring Priorities

1. Open the user interface; [see page 46](#).
2. Select "Internet / Filters / Prioritization".
3. For instructions, open the online help .

Configuring Port Sharing

Overview

With default settings in the FRITZ!Box, programs on your computer and LAN cannot be accessed from the internet. For applications like online games and file sharing software, or server services like HTTP, FTP, VPN, terminal and remote access servers, you have to make your computer accessible to other internet users.

Port Sharing

Using port sharing you allow incoming connections from the internet. By releasing certain ports for incoming connections, you grant other internet users controlled access to the computers in your network.


Port Sharing on Protocols

Port sharing in the FRITZ!Box is possible on the following protocols:

Protocol	Internet Protocol	Explanation
PING	IPv6	The FRITZ!Box responds to ping inquiries from the internet addressed to the IPv6 address of the FRITZ!Box. Additionally, you can set up PING6 port forwarding rules for each computer in the home network since each computer has its own globally valid IPv6 address.
TCP UDP	IPv4	Within IPv4 networks you can open the FRITZ!Box firewall for the TCP and UDP protocols when entering the port range. One port can be opened for exactly one computer.

Protocol	Internet Protocol	Explanation
	IPv6	Within IPv6 networks you can open the FRITZ!Box firewall for the TCP and UDP protocols when entering the port range. One port can be opened for each computer in the network.
ESP GRE	IPv4	Within IPv4 networks you can open the firewall for the two protocols ESP and GRE, which do not use ports.

Instructions: Configuring Port Sharing

1. Open the user interface; [see page 46](#).
2. Select "Internet / Permit Access / Port Sharing".
3. For instructions, open the online help .

Enabling Dynamic DNS

Overview

Every time the internet connection is interrupted, the internet service provider reassigns the IP address. The IP address may change in the process. Dynamic DNS is an internet service that makes it possible for the FRITZ!Box to remain accessible from the internet at all times under a fixed name, the domain name, even when the public IP address changes.

You must register with a dynamic DNS provider to use this service. Every time the IP address changes, the FRITZ!Box transmits the new IP address to the dynamic DNS provider in the form of an update request. Then the current IP address is assigned to the domain name by the dynamic DNS provider.


Dynamic DNS and MyFRITZ!

MyFRITZ! can be used as an alternative to dynamic DNS. The two services can also be used in parallel. For more information on MyFRITZ!, see [page 174](#).

Requirements

- You are registered with a dynamic DNS provider and have set up a domain name.

Instructions: Enabling Dynamic DNS

1. Open the user interface; see [page 46](#).
2. Select "Internet / Permit Access / DynDNS".
3. For instructions, open the online help .

Remote Access to the FRITZ!Box

Overview

Over the internet it is possible to access the user interface of the FRITZ!Box even from outside the home network. With a laptop, smartphone or tablet you can configure settings in the FRITZ!Box user interface from on the go.

HTTPS, FTP and FTPS


Protocol	Function
HTTPS (Hypertext Transfer Protocol Secure)	HTTPS is an internet protocol for bug-proof communication between the web server and the browser in the World Wide Web. Enable this protocol to allow access to the FRITZ!Box from the internet.
FTP (File Transfer Protocol)	FTP is a network protocol for transmitting files in IP networks. Enable this protocol to allow access by FTP to the FRITZ!Box storage media from the Internet.
FTPS (FTP over SSL)	FTPS is a method for encrypting the FTP protocol. Enable this protocol to secure transmission over FTP.

Requirements

- Access to the user interface: Every user who would like to access the FRITZ!Box externally from the internet requires a FRITZ!Box user account which is authorized for access from the internet.

- **Access to storage:** Every user who would like to access the storage of the FRITZ!Box externally from the internet requires a FRITZ!Box user account with the rights to access from the internet and to access the contents on the storage media.
- The protocols for the desired access must be enabled in the FRITZ!Box.

Instructions: Enabling HTTPS, FTP, and FTPS in the FRITZ!Box

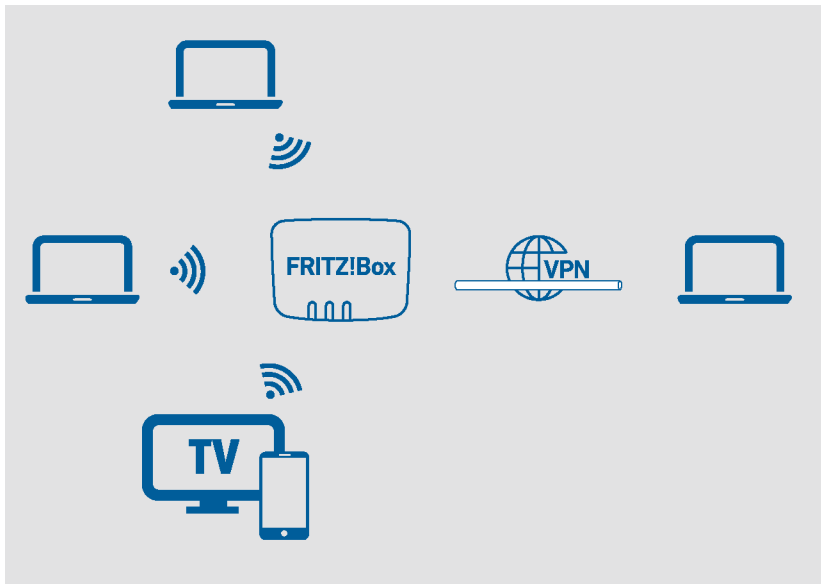
1. Open the user interface; [see page 46](#).
2. Select "Internet / Permit Access / FRITZ!Box Services".
3. For instructions, open the online help .

Configuring VPN Remote Access

Overview

VPN stands for Virtual Private Network. Via VPN, secure remote access to the network of the FRITZ!Box can be established. The connection is established via the internet. The data are transmitted in encrypted form via what is known as a tunnel. This excludes the possibility of unauthorized access to the data. This way field representatives, for instance, can connect with the corporate network via VPN.

Example Configuration




VPN Service Portal

Under en.avm.de/vpn, the AVM website presents comprehensive information on VPN in general and in connection with the FRITZ!Box.

Also on the VPN Service Portal is the “FRITZ! VPN” software for free downloading. The “FRITZ! VPN” software is a VPN client for Windows. Install the software on the network devices from which you would like to reach the FRITZ!Box over a VPN connection.

Instructions: Configuring VPN in the FRITZ!Box

1. Open the user interface; [see page 46](#).
2. Select “Internet / Permit Access / VPN”.
3. For instructions, open the online help .

Configuring IPv6

Overview

IPv6 stands for internet protocol version 6. This is the successor protocol to IPv4. IPv6 is more powerful, and has more addresses and better security properties than IPv4.

The FRITZ!Box supports IPv6 and can establish IPv6 connections.

Services that Support IPv6


Home Network / Internet	Services that Support IPv6
IPv6-capable services in the home network	<ul style="list-style-type: none">• FRITZ! NAS access via SMB or FTP/FTPS• Access to the user interface with HTTP or HTTPS over IPv6• The DNS resolver of the FRITZ!Box supports queries for IPv6 addresses (AAAA records) and can query the upstream DNS resolver of the internet service provider over IPv6.• The globally valid prefix is distributed via router advertisement.• For guest access to the Wi-Fi network, the home network and Wi-Fi guests are separated by IPv6 subnetworks.• UPnP, UPnP AV media server

Home Network / Internet	Services that Support IPv6
IPv6-capable services in the internet	<ul style="list-style-type: none">• FRITZ! NAS access via FTPS• Completely closed firewall to protect against unsolicited data from the internet (Stateful Inspection Firewall)• Voice over IPv6• Automatic provisioning (TR-069)• Time synchronization over NTP (Network Time Protocol)• Remote access via HTTPS• Dynamic DNS via dyndns.org

Requirements

- IPv6 must be installed and enabled on the computers in your home network (standard in Windows since Windows Vista and Windows 7, in Mac OS X since macOS 10).

Instructions: Configuring IPv6 in the FRITZ!Box

1. Open the user interface; [see page 46](#).
2. Select "Internet / Account Information / IPv6".
3. For instructions, open the online help .

Configuring FRITZ!Box as a LISP Router

Overview


LISP stands for Locator/Identifier Separation Protocol. LISP is a routing architecture which separates information about location and identity: there is one IP address for the location and one for the identity. The FRITZ!Box can be configured as a LISP router.

LISP is useful if technical or organizational reasons make it preferable to keep the same IP addresses, even when you switch internet service providers. With LISP, devices do not lose their identity (host devices, virtual machines) when they change location.

Requirements

- You are registered with a LISP provider.

Instructions: Configuring the FRITZ!Box as a LISP Router

1. Open the user interface; [see page 46](#).
2. Select "Internet / Account Information / LISP".
3. For instructions, open the online help .

User Interface: Home Network Menu

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Overview of All Devices


Overview

In the “Mesh Overview” you see all devices that are attached to the FRITZ!Box or connected with the network of the FRITZ!Box. The overview covers the home network and the guest network.

Home Network and Mesh Wi-Fi: Overview Diagram

An overview diagram shows all devices that are physically connected to the FRITZ!Box or connected with the FRITZ!Box via Wi-Fi. The overview diagram is a helpful tool to make the device connections transparent.

What the Diagram Shows	Details
Network devices	All devices connected with the FRITZ!Box via Wi-Fi, by network cable, via VPN or via powerline: PCs, laptops, tablets, smartphones, TVs, game consoles, wireless repeaters, powerline devices, etc.
Telephony devices	<ul style="list-style-type: none"> Wired telephones
USB devices	Storage drives, memory sticks, printers, etc.
Connection technology	<p>The technology of the connection to the FRITZ!Box is shown for every device:</p> <ul style="list-style-type: none"> Wi-Fi, Ethernet cable, VPN, powerline: for network devices 2.4 GHz or 5 GHz: for wireless devices USB: for USB devices

What the Diagram Shows	Details
Connection topology	Connection path of the devices to the FRITZ!Box: direct connection or via a repeater, an access point, or a powerline device
Devices in the guest network	Devices that are connected with the FRITZ!Box via the guest network
Update available	The Perform update >> button for FRITZ! products indicates that a new FRITZ!OS is available.
Devices in the Mesh	Mesh enabled: the “Mesh enabled”  symbol marks the devices that are configured as Mesh Repeaters.

Active Connections and Current Software Version

All devices shown in the “Home Network and Mesh Wi-Fi” diagram are also listed in the “Active Connections in the Home Network and Current Software Version” table.

The table offers the following functions:

Function	Description
Check FRITZ!OS version	For FRITZ! products, the “Update” column displays whether the FRITZ!OS installed on the FRITZ! device is the latest, or whether an update is available.
Perform FRITZ!OS update	If the “Update” column in the table indicates that a FRITZ!OS update is available, you can perform the update directly from the table.
Open a properties window for a device	The “Properties” column contains a “Details” link for each device. Clicking on this link opens the properties window for network devices. For other devices, it opens the settings page in the device’s technology area.

Prioritize Device for Internet Access

You can prioritize network devices for internet access. Prioritized devices receive preferential treatment when they access the internet.

Properties and Actions	Description
Highest priority	<ul style="list-style-type: none"> On prioritized devices, all applications that access the internet are treated as real-time applications. When the internet connection is working at full capacity, a prioritized device receives preferential treatment. If multiple devices are prioritized, they are prioritized equally.
Wireless repeaters and powerline devices	Prioritized wireless repeaters and powerline devices do not pass their prioritization on to the network devices that are connected with them. The prioritization must be configured on the network devices.
Adjusting prioritization	Prioritized devices and all of their applications are added to the real-time applications under "Internet / Filters / Prioritization". There you can configure adjustments to the prioritization of the device.
Configuring prioritization	Prioritization is configured in the properties window of the device (open properties window; see page 97).

Editing the Properties of a Network Device

The properties of any network device can be viewed, and settings changed or reset, in the properties window of the given device.

You can edit the following settings:

- Name of the device in the home network

- IPv4 address in the home network: change, always assign the same IPv4 address
- Internet settings: prioritization, device block
- Wake on LAN

Instructions: Opening a Properties Window for a Device

1. Open the user interface; [see page 46](#).
 2. Select "Home Network / Mesh / Mesh Overview".
 3. Select the device in the "Active Connections in the Home Network and Current Software Version" table. Click on the link.
 4. Click on the "Details" link in the "Properties" column.
- The window with the properties for the device opens.

Managing Network Devices

Overview

In the FRITZ!Box user interface, a table listing all network connections is shown under “Home Network / Network / Network Connections”. A network connection is an IP connection between a network device and the FRITZ!Box. By means of the table you can keep track of the network connections and all network devices. You can edit the connection properties, and add and remove network devices.




Explanation of Terms: Network and Other Terms

Term	Explanation
Network device	Network devices are devices that are connected with the FRITZ!Box in one of the following ways: <ul style="list-style-type: none">• with a network cable to a LAN port on the FRITZ!Box• via Wi-Fi• via the internet with a VPN connection (see page 87)
Network	All network devices on the FRITZ!Box comprise a network.
Internet protocol (IP)	Communication within the network takes place using the internet protocol, IP for short. The internet protocol is the language that all network devices speak and understand.
IP network	A network based on the internet protocol is also known as an IP network. Connections within an IP network are known as IP connections.

Term	Explanation
Network interface	A network interface is the interface used to connect a network device with a network. This can be a wireless module for Wi-Fi connections or a network port for cabled connections.

Properties and Benefits

The table with the network connections assists you in organizing and keeping track of the IP network:

- **Overview:** The table offers an overview of the entire IP network of the FRITZ!Box.
- **All connections:** Every connection any network device has to the FRITZ!Box is displayed. A connection can be established with a network cable, via Wi-Fi, or over VPN.
- **Idle connections:** Connections that are currently inactive are displayed.
- **Only shown here:** VPN connections are displayed only in this table.
- **Guest network overview:** Connections to the guest network are displayed.
- **Connection properties:** Properties are displayed for every connection.
- **Find devices quickly:**
 - Show and hide table columns: 
 - Sort table columns:  for ascending and  for descending
- **Adjustable connection properties:** The properties window can be opened for each connection. Connection properties can be changed in the properties window.

Add Device

You can include in the table even network devices that are not physically connected with the FRITZ!Box.

As soon as an entry for a device is included in the table, you can configure various properties, for instance, port sharing. The type of connection is not listed in the table until the device is physically connected with the FRITZ!Box.

Example

The “Add Device” function is useful for vendors. When a customer orders a new FRITZ!Box, they can have the vendor set up the network in the FRITZ!Box. With the “Add Device” function this can be done without actually connecting any network devices.

Removing Devices

Unused connections can be removed individually or all at once, as long as they do not have any special settings. When a single unused connection is removed, all of the settings configured for this device are also deleted.

A click on the “Remove” button removes all inactive connections for which properties were never assigned. This function is useful in the following situations:

- in environments with walk-in customers (for example, hotels, cafés)
- in households with children who often invite their friends to use the Wi-Fi

Changing IPv4 Settings

Overview

The IPv4 settings define the IPv4 network of the FRITZ!Box. Without these settings there is no IPv4 network. In the FRITZ!Box an IPv4 network is the default setting. The preconfigured IPv4 network is identical in all FRITZ!Boxes. You can change the IPv4 settings.



Changes to the IPv4 settings can have the result that the FRITZ!Box can no longer be reached. Make changes in this menu only if you are proficient in network technology.

Application Example

In the following cases it is necessary to change the IPv4 address of the FRITZ!Box:

- VPN connection: The home network of the FRITZ!Box is connected with another FRITZ!Box network via a LAN-LAN linkup.
- The FRITZ!Box is integrated into an existing FRITZ!Box network and both FRITZBoxes are operating in router mode (cascaded).

In both cases the FRITZ!Boxes involved cannot have identical IPv4 networks.

IPv4 Factory Settings

The following values are preconfigured in the FRITZ!Box:

IPv4 Setting	Preset Value
IPv4 address of the FRITZ!Box	192.168.178.1
Subnet mask	255.255.255.0
IPv4 network address	192.168.178.0
Address range available for network devices	192.168.178.2 - 192.168.178.254
DHCP server	enabled
Address range of the DHCP server	192.168.178.20 - 192.168.178.200
Local DNS server	192.168.178.1

Reserved IPv4 Addresses

The following IPv4 addresses are reserved for certain tasks and cannot be assigned for any other use:

IPv4 Address	Purpose
192.168.178.1	IPv4 address of the FRITZ!Box
192.168.178.255	Broadcast address. This address is used to send messages within the network. The messages are received by all network devices.

IPv4 Address in Case of Emergency

The FRITZ!Box also has a fixed IPv4 address that cannot be changed.


IPv4 Address	Purpose
169.254.1.1	The FRITZ!Box can always be reached at this IPv4 address.

How to use the emergency IPv4 address: [see page 187](#).

IPv4 Network

IPv4: IPv4 stands for internet protocol, version 4. Together, the IPv4 address of the FRITZ!Box and the subnet mask specify the IPv4 network of the FRITZ!Box. The IPv4 address range available for the network devices is determined by this network. If either of these two values is changed, a different network results.

Instructions: Changing the IPv4 Settings

1. Open the user interface; [see page 46](#).
2. Select "Home Network / Network / Network Settings".
3. For instructions, open the online help .

Distributing IPv4 Addresses

Overview

Every network device in the IPv4 home network of the FRITZ!Box has an address from the IPv4 address range of the FRITZ!Box. Either a network device receives its IPv4 address automatically from the DHCP server of the FRITZ!Box, or you enter the IP address manually in the network settings of the network device.

IPv4 DHCP Server

DHCP stands for Dynamic Host Configuration Protocol. A DHCP server in the IPv4 network assigns IPv4 addresses to the network devices automatically. Assigning the IP addresses via the DHCP server ensures that all of the network devices connected with the FRITZ!Box are located in the same IP network.

The DHCP server of the FRITZ!Box is enabled upon delivery.

One part of the IPv4 address range of the FRITZ!Box is reserved for the DHCP server. The DHCP server assigns IP addresses from this range to the network devices.

IPv4 Addresses Reserved for the DHCP Server upon Delivery

192.168.178.20 - 192.168.178.200

You can change the address range for the DHCP server if needed:

Kind of Change	Requirement
Enlarge	If there are many network devices in the network, many IP addresses will be needed. In this case the address range of the DHCP server can be enlarged. Example for a larger range: 192.168.178.20 - 192.168.178.220
Reduce	If there are fewer network devices, the address range can be reduced. Example for a smaller range: 192.168.178.20 - 192.168.178.120

Kind of Change	Requirement
Move	If you permanently assign the IPv4 addresses 192.168.178.2 - 192.168.178.49 to network devices, but want to maintain a DHCP address range of the same size, then you can shift the DHCP address range, for instance to the range 192.168.178.50 - 192.168.178.230

Rules

- Only one DHCP server may be active in a network.

Preparing Network Devices for DHCP

For the IP address to be assigned by the DHCP server, the “Obtain an IP address automatically” option must be enabled in the IPv4 settings of the network devices; [see page 110](#).

When a network device registers with the FRITZ!Box, it receives an IPv4 address from the DHCP server. Every time the network device is restarted, the DHCP server assigns it an IP address again.

Always Assign the Same IPv4 Address

You can specify that the DHCP server always assign the same IPv4 address to network devices. This option can be enabled under “Home Network / Network / Network Connections” in the detailed settings of the network devices.

Disabling the DHCP Server

You can disable the DHCP server of the FRITZ!Box.

In the following cases it is necessary to disable the DHCP server of the FRITZ!Box:

- You use a different DHCP server in your home network.
- You would like to assign addresses to all of the network devices in the home network manually.

Changing IPv6 Settings

Overview

The FRITZ!Box has preconfigured IPv6 settings upon delivery. You can change these settings.

Requirements

- The “IPv6 support enabled” setting is enabled under “Internet / Account Information / IPv6” in the FRITZ!Box user interface.

Factory Settings


The following IPv6 settings are configured in the FRITZ!Box upon delivery:

IPv6 Property	Setting
Unique Local Addresses (ULA)	As long as there is no IPv6 internet connection, the FRITZ!Box assigns unique local addresses to the network devices so that they can communicate with each other.
Additional IPv6 routers in the home network	This FRITZ!Box provides the default IPv6 connection. Other IPv6 routers are disregarded.
DNSv6 server in the home network	Also announce the DNSv6 server via router advertisement.
DHCPv6 server in the home network	The DHCPv6 server is enabled. Only the DNS server is announced via DHCPv6.

You can change the settings. For more information on this subject, see the online help of the FRITZ!Box .

Instructions: Changing the IPv6 Settings

1. Open the user interface; see page 46.

2. Select “Home Network / Network / Network Settings”.
3. For instructions, open the online help .

Configuring a Static IP Route

Overview

A static IP route is a description of a path to an IP subnet whose network address is not known to the FRITZ!Box.

Application Example


Static IP routes are intended for the following situation:

- In the FRITZ!Box network there is a subnet whose network address in the FRITZ!Box is unknown.
- The network devices in the subnet are to communicate with the network devices of the FRITZ!Box or access the internet via the FRITZ!Box .
- Only relevant for IPv4: The router that spans the subnet does not do NAT (Network Address Translation).


How Static IP Routes Work

IP packets whose IP destination addresses are unknown are forwarded to the internet by default. In the application described above, because the FRITZ!Box does not know the destination addresses located in the subnet, it forwards the packet to the internet. To prevent this from happening and have the packets forwarded to the subnet instead, the FRITZ!Box must know the network address of the subnet and the IP address of the interface to the subnet. These two addresses are required to configure a static route. Static IP routes are registered in the routing table.

Instructions: Configuring a Static IPv4 Route

1. Open the user interface; [see page 46](#).
2. Select “Home Network / Network / Network Settings”.
3. In the “Static Routing Table” area, click on the “IPv4 Routes” button.
4. For instructions, open the online help .

Instructions: Configuring a Static IPv6 Route

1. Open the user interface; [see page 46](#).
2. Select “Home Network / Network / Network Settings”.
3. In the “Static Routing Table” area, click on the “IPv6 Routes” button.
4. For instructions, open the online help .

Obtaining an IP Address Automatically

Overview

Network devices that are to obtain their IP address automatically by DHCP must be configured accordingly. This configuration is performed on the operating system level in the IP settings of the network devices.

Obtaining an IP Address Automatically in Windows

1. In Windows 10, click on "Start".
In Windows 8, press the Windows key and the Q key at the same time.
2. Enter "ncpa.cpl" in the search field and press Enter.
3. Click on the network connection between the computer and the FRITZ!Box with the right mouse button and select "Properties".
4. Under "This connection uses the following items", select "Internet Protocol Version 4 (TCP/IPv4)".
5. Click on the "Properties" button.
6. On the "General" tab, enable the options "Obtain an IP address automatically" and "Obtain DNS server address automatically".
7. Save with "OK".
8. Enable the options "Obtain an IP address automatically" and "Obtain DNS server address automatically" for the internet protocol version 6 (TCP/IPv6) as well.

The network device receives an IP address from the FRITZ!Box.

Obtaining an IP Address Automatically in Mac OS X

1. Select the “System Preferences” in the Apple menu.
2. In the “System Preferences” window, click on “Network”.
3. In the “Network” window, select the “Ethernet” entry from the “Show:” list.
4. Click on the “Advanced...” button. The “TCP/IP” settings page opens. Select the “Using DHCP” option from the “Configure IPv4:” drop-down list.
5. Click on “OK”.

The network device now automatically receives an IP address from the FRITZ!Box.

Obtaining an IP Address Automatically in Linux

For comprehensive information and tips on network settings in Linux, see, for example:

www.tldp.org/HOWTO/NET3-4-HOWTO-5.html

Configuring the “WAN” Connection Socket

Overview

The “WAN” connection socket can be configured and used as a WAN port or as a LAN port.

Functions of the “WAN” Connection Socket

Configuration	Function
WAN port	<p>“WAN” is the factory setting.</p> <p>The socket functions as a WAN port. This setting is necessary if the FRITZ!Box is connected to an access device in order to connect to the internet and works as a router. This is the case when:</p> <ul style="list-style-type: none">• The FRITZ!Box is connected to a modem.• The FRITZ!Box is connected to a router. The FRITZ!Box works as a router and generates its own local network.
LAN port	<p>When the “LAN” setting is selected, the socket functions as a LAN port. This setting is necessary in the following cases:</p> <ul style="list-style-type: none">• Network devices are connected to the “WAN” socket.• The FRITZ!Box is operated via the “WAN” socket as an IP client on a router.

Instructions: Configuring the “WAN” Socket

1. Open the user interface; [see page 46](#).
2. Select “Home Network / Network”.
3. Select “Network Settings”.
4. Scroll to the “WAN setting” area.
5. Select the WAN setting you need.
6. Click on “Apply”.

Configuring LAN Guest Access

Overview

With a LAN guest access you can provide houseguests with an internet connection of their own via network cable (LAN cable). A guest access is designed for temporary use by your guests. A guest access can also be made available wirelessly via Wi-Fi.

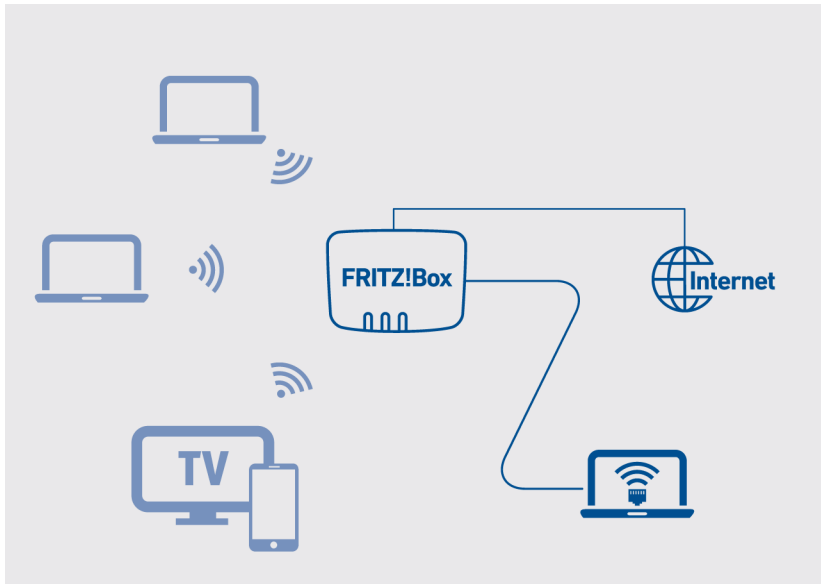
The “Guest” Access Profile

Only the “Guest” access profile can be used at the LAN guest access. You can edit the “Guest” access profile in the “Internet / Filters / Access Profiles” menu.

The preconfigured “Guest” profile defines the following for the guest access:

Allowed/Not Allowed	Activities
Allowed	<ul style="list-style-type: none">• Surfing the web (according to the filters specified in the “Permitted websites” list or the “Blocked websites” list)• Sending and receiving email
Not Allowed	<ul style="list-style-type: none">• Accessing contents of the home network• Changing the settings of the FRITZ!Box


Example Configuration



Requirements

- The FRITZ!Box establishes its own connection to the internet. It is not configured as an IP client.
- You have a network cable.

Instructions: Configuring LAN Guest Access

1. Open the user interface; [see page 46](#).
2. Select "Home Network / Network / Network Settings".
3. For instructions, open the online help .

Configuring Wake on LAN



Overview

Wake on LAN is a function that allows a computer to be started via network adapter. Wake on LAN can be used with remote maintenance software, to eliminate the need to keep the computer switched on permanently. The FRITZ!Box supports Wake on LAN both for IPv4 and for IPv6 connections.

Requirements

- The network adapter of the computer supports Wake on LAN.
- The computer is connected with the FRITZ!Box
 - by network cable
- For access from the internet, the computer must be in standby operation.

Instructions: Configuring Wake on LAN

1. Open the user interface; [see page 46](#).
2. Select "Home Network / Network / Network Connections / Edit Device Details .
3. For instructions, open the online help .

Configuring USB Devices

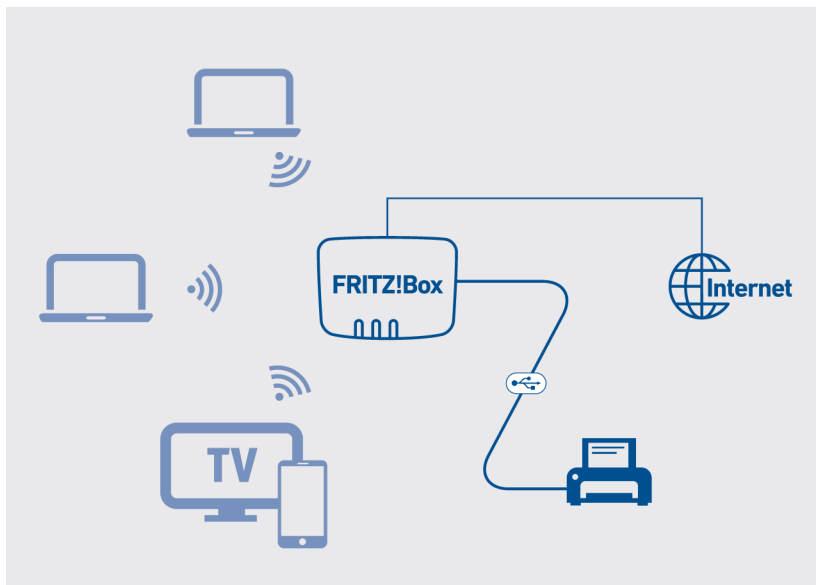
Overview

The FRITZ!Box has two USB ports to which you can connect various USB devices. All devices in the FRITZ!Box home network can use these USB devices jointly and simultaneously.

Compatible USB Devices

- USB storage media compatible with EXT2/3/4, FAT, FAT32 or NTFS
 - flash drives
 - external hard drives
 - card readers
- USB printers
- USB all-in-one printers
- USB scanners
- USB modems
 - UMTS/HSDPA dongles
 - LTE dongles
- USB hubs

Example Configuration



Rules

- The total current consumption may not exceed 500 mA (USB 2.0) or 900 mA (USB 3.0). Otherwise errors on the USB devices and even damage to the FRITZ!Box may occur.
- UMTS modems can have very high power consumption. For this reason, do not operate a UMTS modem directly on the FRITZ!Box, but on an active hub with its own power supply.
- Do not perform any updates for USB devices that are connected with the computer via the FRITZ!Box USB remote connection.
- The FRITZ!Box cannot protect itself from voltage peaks and drops during an electrical storm and can result in data losses on USB storage media. You should back up the contents of your USB storage media on a regular basis.
- Place USB hard drives far away from the FRITZ!Box in order to prevent interference with Wi-Fi transmission.

Instructions: Attaching and Configuring USB Storage



Click on “Remove Safely” before removing a USB storage medium from the FRITZ!Box. This ensures that all data transmission has been completed.

1. Connect the USB storage device to the USB port on the FRITZ!Box. The USB storage medium will be re-indexed and you can access the stored contents.

Configuring Access Rights for USB Storage Media

Under “System / FRITZ!Box Users” in the FRITZ!Box user interface you can specify which contents on a connected USB storage medium can be accessed by each user account.

Instructions: Configuring a USB Printer as a Network Printer (Windows 8)

A USB printer connected to the FRITZ!Box can be configured as a network printer in Windows 8:

1. Press the keyboard shortcut “Windows key + X” and select “Control Panel” from the context menu.
2. Click on “Hardware and Sound” and select “Devices and Printers”.
3. In the menu bar, click on “Add a printer”.
4. In the “Add Printer” window, select “The printer that I want isn't listed” and then “Next”.
5. Enable the option “Add a printer using TCP/IP address or hostname” and click on “Next”.
6. Enter the address <http://fritz.box> in the “Hostname or IP address” field.
If the FRITZ!Box is configured as a wireless repeater or an IP client, enter here the IP address at which the FRITZ!Box can be reached in the network.
7. Click on “Next”.
8. Click on “Next” and confirm with “Finish”.

The USB printer has been configured and can be used as a network printer.

Instructions: Configuring a USB Printer as a Network Printer (Windows 10)

A USB printer connected to the FRITZ!Box can be configured as a network printer in Windows 10:

1. Press the keyboard shortcut Windows key + i.
2. Click on "Devices" and select "Devices and Printers" in the menu.
3. Click on "Add a printer or scanner".
The "Searching for printers and scanners" search is started.
4. Click on "The printer that I want isn't listed."
5. Enable the option "Add a printer using TCP/IP address or hostname" and click on "Next".
6. Enter the address <http://fritz.box> in the "Hostname or IP address" field.
If the FRITZ!Box is configured as a wireless repeater or an IP client, enter here the IP address at which the FRITZ!Box can be reached in the network.
7. Click on "Next".
8. If the "Printer Sharing" window appears, select "Do not share this printer" and click on "Next".
9. Click on "Finish"

The USB printer has been configured and can be used as a network printer.

Instructions: Configuring a USB Printer as a Network Printer (Mac OS X 10.5 or Higher)

A USB printer connected to the FRITZ!Box can be configured as a network printer in Mac OS X version 10.5 or higher:

1. In the dock, click on "System preferences".
2. Click on "Print & Fax".
3. Click on "+".
4. Click on "IP Printer".
5. In the "Protocol:" list, select the entry "HP Jet Direct – Socket".
6. Enter the address "fritz.box" in the "Address" field.
If the FRITZ!Box is configured as a wireless repeater or an IP client, enter here the IP address at which it can be reached in the network.
7. In the "Use:" list, select the printer that is connected to the USB port of your FRITZ!Box.
If the printer is not displayed, you must first install the printer drivers for this device. Consult the documentation of your printer for instructions.
8. Click on "Add" or "Add Port...".

The USB printer has been configured and can be used as a network printer.

Instructions: Configuring a USB Printer in Other Operating Systems

In operating systems other than Windows or Mac OS X, configure the following settings to set up a USB printer as a network printer:

1. As the port type, select "Raw TCP".
2. Enter the port "9100".
3. Enter "fritz.box" as the printer name.
If the FRITZ!Box is configured as a wireless repeater or an IP client, enter here the IP address at which it can be reached in the network.

Configuring USB 3.0 or 2.0 Mode

In the FRITZ!Box user interface, the following settings for the rear USB port are located under “Home Network / USB/Storage / USB Settings”:

Setting	Function
Power Mode (USB 3.0)	Full transmission capacity During operation of USB devices, slow data transmission in the 2.4-GHz Wi-Fi network and poor voice quality on calls with DECT telephones can occur. This depends on the quality of the USB cable used. To correct such deficiencies, switch to the 5-GHz Wi-Fi network or set “Green Mode”.
Green Mode (USB 2.0)	During operation of devices with USB 3.0 <ul style="list-style-type: none">• Reduced power consumption• Reduced transmission capacity

Configuring and Using the Media Server

Overview

As a media server in the home network, the FRITZ!Box can transmit images, music, and videos as well as internet radio stations and podcasts to compatible playback devices like televisions, smartphones, Wi-Fi music systems, and streaming software (media streaming).

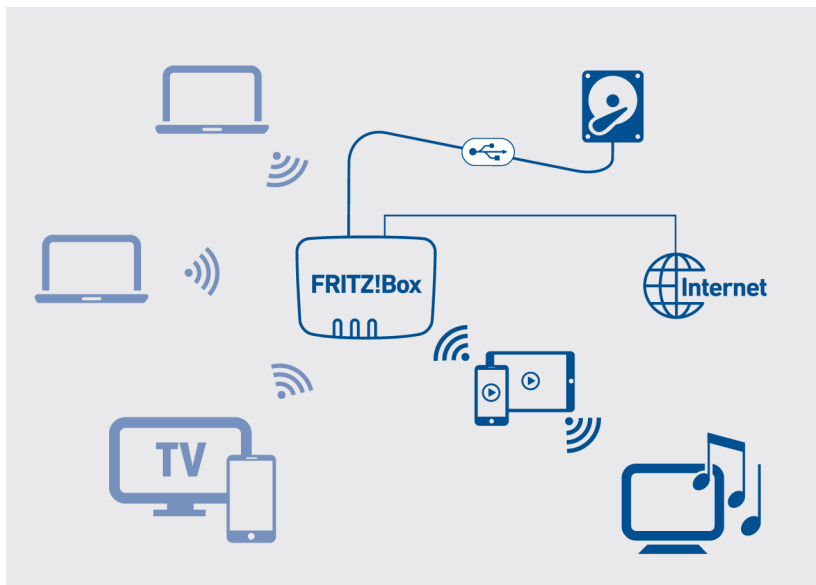
How It Works

The FRITZ!Box detects media files automatically and makes them available to playback devices in a clear playlist. You can decide yourself which media sources on the media server should be made available to the users in the home network and from the internet.



Writing large amounts of data to a storage medium connected to the FRITZ!Box can take a while. You can accelerate the process by copying the data to the storage medium on your computer first and then connecting the storage medium to the FRITZ!Box.


Example Configuration



Requirements

- The playback devices must support the UPnP AV standard.

Instructions: Configuring and Using the Media Server

1. Open the user interface; see page 46.
2. Select “Home Network / Media Server / Settings”, “Home Network / Media Server / Web Radio” or “Home Network / Media Server / Podcast”.
3. For instructions, open the online help .

Assigning a FRITZ!Box Name

Overview

You can assign an individual name for your FRITZ!Box in the FRITZ!Box user interface. This name is then adopted as the name of the Wi-Fi network (SSID).



Changing the name may make it necessary to reconfigure your Wi-Fi connections and network links.

Consequences of Assigning a Name

The name is adopted in the following areas of your home network:

- Name of the Wi-Fi network (SSID)
- Name of the Wi-Fi guest network (SSID)
- Name of the working group released for home network sharing
- Name of the media server
- Push service sender name
- Name of your FRITZ!Box in the device overview in MyFRITZ!

Instructions: Assigning a FRITZ!Box Name

1. Open the user interface; [see page 46](#).
2. Select "Home Network / FRITZ!Box Name".
3. For instructions, open the online help

User Interface: Wi-Fi Menu

Switching the Wi-Fi Network On and Off.....	127
Selecting the Wi-Fi Channel.....	128
Configuring Wi-Fi Guest Access.....	130

Switching the Wi-Fi Network On and Off

Overview

When no one is using it, you can switch off the Wi-Fi network. This way you reduce both power consumption and wireless radiation.


You can switch the Wi-Fi network on and off manually, and set up a schedule for times when the Wi-Fi network is turned on and off automatically.

Switching the Wi-Fi Network On and Off Manually

You can switch the Wi-Fi network on and off in the following ways:

- with the “WLAN” button
- in the “Convenience Features / Wireless” menu of the MyFRITZ!App

Instructions: Switching the Wi-Fi Network On and Off by Schedule

1. Open the user interface; [see page 46](#).
2. Select “Wi-Fi / Schedule”.
3. For instructions, open the online help .

Selecting the Wi-Fi Channel

Overview

Wi-Fi uses the frequency ranges at 2.4 and 5 GHz for transmission. In the default setting the FRITZ!Box automatically checks the Wi-Fi environment and selects the optimum Wi-Fi channel settings. In some cases it may be necessary to adjust the Wi-Fi channel settings.

Comparison of the 2.4 and 5 GHz

	2.4 GHz	5 GHz
Advantages	<ul style="list-style-type: none"> • Greater range • Supported by all wireless devices 	Less busy, therefore less interference
Disadvantages	Busier, therefore more interference	<ul style="list-style-type: none"> • Lower range • Only supported by newer wireless devices
Recommendation	Use for applications with a low to normal throughput rate (for instance, reading and writing email).	Use for applications with a steadily high throughput rate (for instance, streaming).

Automatic Configuration of the Wi-Fi Channel Settings by the FRITZ!Box

With the “Set Wi-Fi channel settings automatically” setting, the FRITZ!Box automatically searches for a channel subject to minimal interference. This process takes into consideration adjacent Wi-Fi networks and other sources of interference (for instance baby monitors, microwave ovens). Should problems with interference in the Wi-Fi network persist despite this setting, try to identify the source of interference and eliminate it.

Controlling Wireless Devices Automatically to Improve Data Transmission (Mesh Wi-Fi Steering)


Mesh Wi-Fi Steering is available starting with FRITZ!IOS 7.10 and comprises two features to improve data transmission:

Band steering: For a dual-band compatible wireless device, the FRITZ!Box can select the frequency range that is currently more suitable. Dual-band compatible devices support the 2.4 and the 5 GHz frequency ranges.

AP steering (Access Point steering): For a wireless device in the Mesh Wi-Fi, the FRITZ!Box can select the FRITZ! device which is currently the best access point to the Mesh Wi-Fi.

Disable Mesh Wi-Fi steering only if a wireless device experiences problems with Wi-Fi connections. There are a few wireless devices that are incompatible with Mesh Wi-Fi steering.

Instructions: Adjusting the Wi-Fi Channel Settings

1. Open the user interface; [see page 46](#).
2. Select “Wi-Fi / Wi-Fi Channel”.
3. For instructions, open the online help .

Configuring Wi-Fi Guest Access

Overview

In addition to its Wi-Fi network, the FRITZ!Box can provide a second, independent Wi-Fi guest network. You can make this Wi-Fi guest network available to your guests. Then your guests can log in with the Wi-Fi guest network on their own smartphones, tablets, laptops or other network devices, without being able to access the FRITZ!Box home network.

Private Wi-Fi Guest Access and Public Wi-Fi Hotspot

The Wi-Fi guest access can be configured as a private or public hotspot.

With a private Wi-Fi guest access you can provide houseguests with an internet connection of their own. The guest access receives its own Wi-Fi network key and guest network name (SSID). You can provide the access information to your guests via QR code or print it out for them.

With a public hotspot you can make Wi-Fi access available to guests in a public space, such as a restaurant or a medical practice. The public hotspot receives its own Wi-Fi hotspot name (SSID), but remains non-encrypted so that no Wi-Fi network key is required.

The “Guest” Access Profile

Wireless devices using the private Wi-Fi guest access or the public hotspot are automatically assigned the “Guest” access profile.

Condition	Activities
Allowed	<ul style="list-style-type: none"> • Surfing the web (according to your filters specified in the “Permitted websites” list or the “Blocked websites” list) • Sending and receiving email
Not allowed	<ul style="list-style-type: none"> • Accessing contents of the home network • Changing the settings of the FRITZ!Box

The “Guest” access profile can be edited in the “Internet / Filters / Access Profiles” menu; [see page 77](#).

The configured filters determine which websites your guests are allowed to visit. The filters can be edited in the “Internet / Filters / Lists”; [see page 79](#).

Settings for the Wi-Fi Guest Access

You can configure the Wi-Fi guest access as a private guest access or a public hotspot:

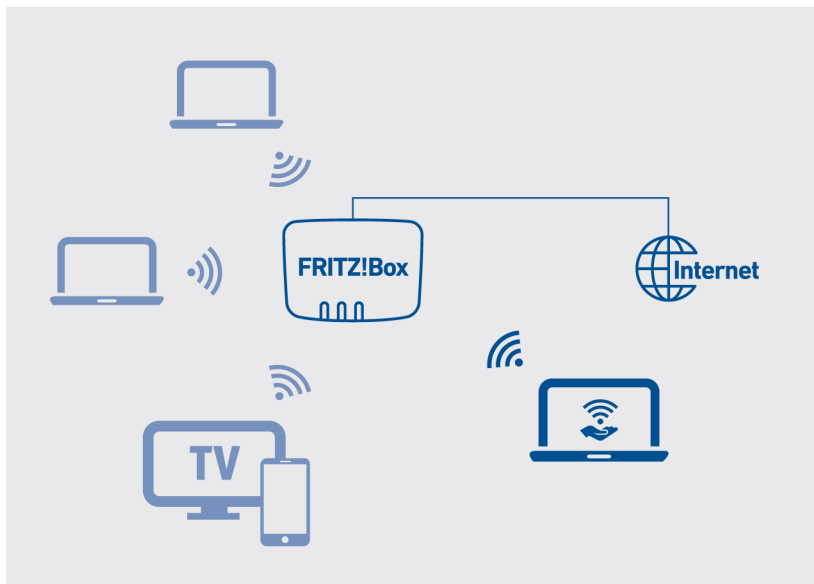
Setting	Content and Function
FRITZ!Box push service	Notification by email about devices registering with and deregistering from your FRITZ!Box; see page 140 .
Restrict use	Guests are restricted to surfing the internet, and sending and receiving email.
Captive portal	With a captive portal you can inform guests about the terms of use you defined and then route them to your website.
Visibility in the guest network	Specify whether or not the users’ wireless devices can reach each other in the Wi-Fi guest network.

Setting	Content and Function
Switch off automatically	The Wi-Fi guest access is disabled automatically after a time range you specify, or whenever the last guest has logged off.
QR code	The FRITZ!Box automatically generates a QR code for the Wi-Fi guest access. Then your guests can log in conveniently by scanning this code.

Switching the Wi-Fi Guest Access On and Off

- FRITZ!Fon: Menu “Home Network / Wi-Fi”
- in the FRITZ!Box user interface
 - <http://myfritz.box>: “Convenience Features”
 - <http://fritz.box>: “Wi-Fi / Guest Access” menu and time limit in the “Guest” access profile


Example Configuration



Requirements

- The FRITZ!Box is not configured as an IP client.

Instructions: Configuring Wi-Fi Guest Access

1. Open the user interface; [see page 46](#).
2. Select “Wi-Fi / Guest Access”.
3. For instructions, open the online help .

User Interface: Diagnostics Menu

Starting Function Diagnostics.....	135
Starting Security Diagnostics.....	137



Starting Function Diagnostics

Overview


With the function diagnostics you can get an overview of the functional status of your FRITZ!Box and its internet connection, and of your home network as well. In case an error occurs, the diagnostics results can help you localize and remedy any problems.

Function Diagnostics Checkpoints

Area	Checkpoint/Status
FRITZ!Box 4040	<ul style="list-style-type: none"> • name of the FRITZ!Box • FRITZ!Box version • FRITZ!OS up to date
Registration	Configured login method to the FRITZ!Box user interface
LAN	<ul style="list-style-type: none"> • allocation of LAN ports • power settings on LAN ports
Wi-Fi	<ul style="list-style-type: none"> • Wi-Fi frequency band enabled/disabled with Wi-Fi function • number of wireless devices connected • security settings
USB devices	<ul style="list-style-type: none"> • number of storage media connected • number of partitions • connected printers
Internet connection	<ul style="list-style-type: none"> • IPv4 connection active since/not active • IPv6 connection active since/not active • current IP address
Telephone numbers	How many and which numbers assigned

Area	Checkpoint/Status
MyFRITZ!	<ul style="list-style-type: none">• status of MyFRITZ! activation• MyFRITZ! account email address
Home network	<ul style="list-style-type: none">• number of network devices connected with the FRITZ!Box at present or at an earlier point in time• number of network devices online
Wi-Fi environment	Wi-Fi frequency band with number of Wi-Fi networks on the same or an adjacent channel

Instructions: Starting Function Diagnostics

1. Open the user interface; [see page 46](#).
2. Select "Diagnostics / Function".
3. For instructions, open the online help .

Starting Security Diagnostics

Overview


By means of the security diagnostics you get an overview of all security-relevant settings of your FRITZ!Box. At a glance you can see whether the latest FRITZ!OS is installed, which ports are open, which users are logged in or off the FRITZ!Box, which wireless devices with which properties are connected to the FRITZ!Box, and much more.

Security Diagnostics Test Points

Number Range	Checkpoint/Status
FRITZ!OS	<ul style="list-style-type: none"> FRITZ!Box version FRITZ!OS up to date
Registration	Configured login method to the FRITZ!Box user interface
Internet Connection	<ul style="list-style-type: none"> ports opened on the FRITZ!Box protocols used on these ports port sharing for home network devices to the internet filters for internet access
MyFRITZ!	<ul style="list-style-type: none"> status of MyFRITZ! activation MyFRITZ! account email address registration link for MyFRITZ! overview of MyFRITZ! sharing for access from the internet
Outgoing filters	Overview of active filters for access from the internet

Number Range	Checkpoint/Status
Wi-Fi	<ul style="list-style-type: none"> • properties and security-relevant settings for access to the Wi-Fi network and Wi-Fi guest access • names of registered and known wireless devices
FRITZ!Box Users	<ul style="list-style-type: none"> • all FRITZ!Box users and their rights to access FRITZ!Box contents, for the FRITZ!Box home network, and for access from the internet • time of the last login to the FRITZ!Box and the IP address used to do so
FRITZ!NAS	<p>Access rights to the FRITZ!Box storage media with the following details:</p> <ul style="list-style-type: none"> • which user has access to which storage media • which rights (write and read) are included • whether access is permitted only via the home network, or also from the internet

Instructions: Starting Security Diagnostics

1. Open the user interface; [see page 46](#).
2. Select "Diagnostics / Security".
3. For instructions, open the online help .

User Interface: System Menu

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Configuring Push Services

Overview

Various push services are available in the user interface under “System / Push Service”. Push services are notification services that inform you about the activities of your FRITZ!Box and assist you in saving your passwords and FRITZ!Box settings. With the push services you can have email sent to you at regular intervals informing you about the latest connections, usage, and configuration of your FRITZ!Box.


Available Push Services

You can request push service mails to be notified about the following activities by the FRITZ!Box:


Push Service	Function
FRITZ!Box Info	Sends you regular email messages with data on FRITZ!Box usage and connections
Wi-Fi Guest Access	Sends a message whenever devices register with or deregister from the Wi-Fi guest access
SMS Reception	Forwards texts that arrive at the FRITZ!Box via the mobile network by email
New FRITZ!OS	Notifies you whenever a new FRITZ!OS version is available for your FRITZ!Box
Forgot Password	Sends you an access link to the specified email address if you have forgotten your password
Save Settings	Saves the settings of the FRITZ!Box to a backup file before each update and every time the factory settings are restored, and forwards this file by email, protected with a password
Change Notice	Sends you an email every time changes are made to a FRITZ!Box setting or when potentially security-relevant events occur

Push Service	Function
Current IP Address	Sends the IP address assigned by the internet service provider every time the internet connection is established

Instructions: Enabling Push Service

1. Open the user interface; [see page 46](#).
2. Select "Overview / Wizards".
3. For instructions, open the online help .

Instructions: Configuring Push Service

1. Open the user interface; [see page 46](#).
2. Select "System / Push Service".
3. For instructions, open the online help .



Logging In to the FRITZ!Box User Interface

Overview

When you open the user interface of your FRITZ!Box, you will be prompted to log in. This login serves to keep your FRITZ!Box secure and protects access to the user interface.

You have two options for logging in to your FRITZ!Box:

- with a FRITZ!Box password; [see page 142](#)
- as a FRITZ!Box user; [see page 143](#)

FRITZ!Box Password

For the first login to the FRITZ!Box, a general FRITZ!Box password is preconfigured, which works without a username. The preconfigured FRITZ!Box password is printed on the “FRITZ! Notes” service card and on the type label on the bottom of housing.

The FRITZ!Box password has the following properties:

- Login with the FRITZ!Box password without a username is possible only within the FRITZ!Box home network.
- Every user who logs in with the FRITZ!Box password without a username has the right to access all contents and settings on the FRITZ!Box.
- For the FRITZ!Box password, the FRITZ!Box automatically creates a FRITZ!Box user with a username composed of the letters “fritz” and a four-digit string of numerals, for instance, “fritz1234”. The FRITZ!Box uses this user account internally whenever you log in to the home network with the FRITZ!Box password and without a username. This automatically created user account cannot be deleted.

If you change the automatically created username, then you can no longer log in using just the FRITZ!Box password without a username. Then login is possible only with a username and password.

- You can change the preconfigured FRITZ!Box password; [see page 49](#).
- The preconfigured FRITZ!Box password is restored if you restore the factory settings to the FRITZ!Box.

FRITZ!Box Users

FRITZ!Box users are individual authorizations to access and use the FRITZ!Box, which are linked with individual user accounts. A FRITZ!Box user account is set up with a username and a password.

A FRITZ!Box user account has the following properties:

- Login using a FRITZ!Box account is possible from the home network of the FRITZ!Box and, with the appropriate rights, also via the internet.
- If you create a FRITZ!Box user account for a person, then that person is granted rights to use selected areas and functions of the FRITZ!Box.
- A FRITZ!Box user does not have to be an actual person. You can create a FRITZ!Box user for the purpose of bundling certain use rights. For instance, you can create a Smart Home user who can access only Smart Home functions.
- Every FRITZ!Box user logs in with their own username and a unique password.
- You can set up as many as 18 FRITZ!Box user accounts.

You can configure the following rights for each FRITZ!Box user:

- Access the FRITZ!Box from the internet
- View and edit FRITZ!Box settings
- View and listen to voice messages, faxes, and the FRITZ!App Fon call list
- Control Smart Home devices
- Access selected network storage (NAS)
- Establish a VPN connection to the FRITZ!Box

Rules for User Names and Passwords

- For FRITZ!Box users, select a username that begins with a letter from a to z in upper or lower case and has a maximum of 32 characters; [see page 145](#).
- Select a password with at least twelve characters, which includes capitals and lower-case letters as well as numerals and special characters; [see page 145](#).
- Configure the “Forgot Password” push service. When you have forgotten a password, the FRITZ!Box sends an access link to the email address you specified. Using this link you can set a new password.




If you lose your FRITZ!Box access information and did not configure the “Forgot Password” push service, you will have to restore the factory settings to the FRITZ!Box and reconfigure all of your personal settings for your internet connection, your telephone system, and your home network.

Characters Allowed for Passwords and Usernames

Characters	In Usernames	In Passwords
Letters of the Latin alphabet in upper case (A-Z) and in lower case (a-z)	allowed	allowed
Numerals (0-9)	allowed	allowed
Spaces	allowed	allowed
Umlauts (ä, ö, ü)	not allowed	not allowed
The letter ß	not allowed	not allowed
Currency symbols: €	not allowed	not allowed
Special characters: - _ , .	allowed	allowed
Special characters: ! " # \$ % & ' (*) + / : ; < = > ? @ [\] ^ ' { } ~	not allowed	allowed
Special characters: § ´	not allowed	not allowed

Instructions: Configuring FRITZ!Box Users

1. Open the user interface; [see page 46](#).
2. Select "System / FRITZ!Box Users / Users".
3. For instructions, open the online help .

Selecting Signaling of the “Info” LED

Overview

The “Info” LED signals various events. Some events are preset and configured permanently; [see page 21](#). In addition to this, the “Info” LED can be assigned to display another event of your choice.


Example 1

You would like to be notified about new messages on the answering machine. The “Info” LED flashes when there are new messages on the FRITZ!Box answering machine. The LED stops flashing as soon as all new messages have been heard.

Example 2

You would like to be notified when the data or time included in your internet package, stipulated in the “Internet / Online Monitor / Online Meter”, has been exhausted. The “Info” LED will then flash when the configured volume has been exceeded.

Instructions: Selecting the Signaling of the “Info” LED

1. Open the user interface; [see page 46](#).
2. Select “System / Buttons and LEDs / 'Info' Display.”
3. For instructions, open the online help .

Locking and Unlocking Buttons

Overview

You can lock the buttons on the FRITZ!Box. Locking the buttons prevents the settings for your FRITZ!Box or your home network from being changed unintentionally or without authorization.

Instructions: Locking the FRITZ!Box Buttons

1. Open the user interface; [see page 46](#).
2. Select "System / Buttons and LEDs / Keylock".
3. Enable the checkbox "Buttons locked".
4. Click on "Apply".

The buttons are locked.

Instructions: Unlocking the FRITZ!Box Buttons

1. Open the user interface; [see page 46](#).
2. Select "System / Buttons and LEDs / Keylock".
3. Disable the "Buttons locked" checkbox.
4. Click on "Apply".

The button lock is disabled.

Setting the User Interface Language

Overview

You can change the language of the user interface. You can choose between Dutch, English, French, German, Italian, Polish, and Spanish.

Rules

- FRITZ!Fon cordless telephones automatically adopt the new language of the FRITZ!Box. You can prevent this: Within two minutes after you changed the language setting in the FRITZ!Box, press “Cancel” on the FRITZ!Fon.

Instructions: Setting the User Interface Language

1. Open the user interface; [see page 46](#).
2. In the “System / Region and Language” menu, select the “Language Settings” tab.
3. Select the desired language from the drop-down list.
4. Click on “Apply”.


The FRITZ!Box restarts. After restarting, the user interface appears in the language you selected.

Changing Regional Options

Overview

The FRITZ!Box is optimized to make telephone calls in various countries. With the regional options you specify the country in which you use your FRITZ!Box for telephone calls. This way you ensure that the FRITZ!Box adapts optimally to the telephony functionality of the country in which it is used.

Instructions: Changing Regional Options

1. Open the user interface; [see page 46](#).
2. Select "System / Region and Language / Regional Options".
3. For instructions, open the online help .

Adjusting the Time Zone

Overview


By default, the FRITZ!Box automatically sets the time zone when it connects to the internet. However, you can also set the time zone where you use the FRITZ!Box manually.

If you are using the FRITZ!Box in a country with daylight saving time, you can enable the option to adjust to daylight time automatically.



For all features of the FRITZ!Box to work smoothly, the FRITZ!Box must always be set to the local time zone where it is located.

Instructions: Adjusting the Time Zone

1. Open the user interface; [see page 46](#).
2. Select “System / Region and Language / Time Zone”.
3. For instructions, open the online help .


Saving Settings

Overview


You can save all of the settings made in your FRITZ!Box to a backup file. Using this file you can save time on future configurations:

- You can restore the saved settings to your current FRITZ!Box.
- You can load the saved settings into another FRITZ!Box of the same model.
- You can load the saved settings into another FRITZ!Box of a different model.

Instructions: Saving Settings Automatically

1. Open the user interface; [see page 46](#).
2. Select "System / Push Service / Push Services".
3. For instructions, open the online help .

Instructions: Saving Settings Manually

1. Open the user interface; [see page 46](#).
2. Select "System / Backup / Save".
3. For instructions, open the online help .

Loading Settings


Overview

FRITZ!Box settings you have previously saved can be restored.

- You can restore settings saved in your current FRITZ!Box.
- You can load the saved settings into another FRITZ!Box of the same model.
- You can load the saved settings into another FRITZ!Box of a different model.

When restoring your FRITZ!Box settings, you can choose whether to restore all settings, or only certain selected ones.

Instructions: Loading Settings

1. Open the user interface; [see page 46](#).
2. Select “System / Backup / Restore”.
3. For instructions, open the online help .

Restarting the FRITZ!Box

Overview

A restart of your FRITZ!Box may be necessary if the FRITZ!Box no longer reacts correctly, or if internet connections can no longer be established for no apparent reason. You can perform a restart directly on the FRITZ!Box or via the FRITZ!Box user interface.

Consequences of Restarting


- The FRITZ!Box is reinitialized.
- Events in the “System / Event Log” menu are deleted.
- Settings you made in the FRITZ!Box remain intact.

Instructions: Restarting the FRITZ!Box

1. Remove the power adapter of the FRITZ!Box from the electrical outlet.
2. Wait 5 seconds.
3. Plug the power adapter back into the outlet.

Restarting the FRITZ!Box takes about 2 minutes.

Instructions: Restarting the FRITZ!Box from the User Interface

1. Open the user interface; [see page 46](#).
2. Select “System / Backup / Restart”.
3. For instructions, open the online help .

Restoring Factory Settings

Overview

You can restore factory settings to the FRITZ!Box.

Application Example

Resetting makes sense in the following cases:

- You forgot the login information for your FRITZ!Box and can no longer access the FRITZ!Box user interface.
- The FRITZ!Box no longer works properly (for instance, due to improper settings).
- The FRITZ!Box is to be passed on to an outside party for repair.
- The FRITZ!Box is to be resold to another user.
- The FRITZ!Box is to be disposed of.

Consequences of Resetting

- All of the settings you made in the FRITZ!Box are deleted.
- The internal memory of the FRITZ!Box is deleted. In addition to contents on FRITZ!NAS, messages received on the answering machine and faxes are discarded.
- The network key from the factory settings will be reactivated.
- The name of the Wi-Fi network (SSID) will be reset.
- The IP configuration of the factory settings will be restored.

Preparations

If you would like to restart operation of the FRITZ!Box after restoring factory settings, make the following preparations:

- Save your FRITZ!Box settings; [see page 151](#).

Instructions: Restoring Factory Settings



When the factory settings are restored, all of the settings you made in the FRITZ!Box are deleted.

1. Open the user interface; [see page 46](#).
2. In the FRITZ!Box user interface, select the “System / Backup” menu.
3. Select the “Factory Settings” tab.
4. Click on the “Load Factory Settings” button.

The FRITZ!Box is reset to its factory settings. All data are deleted.



If you intend to restart operation of the FRITZ!Box, we recommend updating the FRITZ!OS of the FRITZ!Box; [see page 159](#).

Performing a FRITZ!OS Update Automatically

Overview

The FRITZ!Box works with its own operating system: FRITZ!OS. AVM regularly makes new versions of FRITZ!OS available for your FRITZ!Box, free of charge. Updates contain further developments and often new features.

With the automatic update function of the FRITZ!Box you will never miss a software update for your FRITZ!Box and will be able to use new features right away. A new version of FRITZ!OS can contain improvements, bug fixes, and important security updates, as well as significant new functions.



Always install the latest FRITZ!OS version on all FRITZ! products in your FRITZ!Box home network. This keeps your FRITZ! products up to date and ensures optimum synchronization of all devices in your home network.

Properties of Automatic Updates

In the “System / Update / Auto Update” menu you can specify when and which updates should be installed automatically, or whether you would like to be merely informed about new FRITZ!OS updates. The default setting is for notification of updates and automatic installation of all updates (level III).


The “Automatic Update” function offers you the following methods:

Procedure	Description
Level I: Notify me about new FRITZ!OS versions	<ul style="list-style-type: none"> • The FRITZ!Box indicates that a new version of FRITZ!OS is available on the “Overview” page. • You start the update yourself; see page 161.
Level II: Notify me about new versions of FRITZ!OS and install necessary updates automatically	<ul style="list-style-type: none"> • The FRITZ!Box indicates that a new version of FRITZ!OS is available on the “Overview” page. You start the update yourself; see page 161. • Updates that AVM regards as necessary for continued secure and reliable operation (for instance, security updates) will be installed automatically. • The FRITZ!Box selects a suitable time for the update, generally at night. • During installation all internet connections will be interrupted briefly.
Level III: Notify me about new versions of FRITZ!OS and install new versions automatically (recommended)	<ul style="list-style-type: none"> • The FRITZ!Box indicates that a new version of FRITZ!OS is available on the “Overview” page. • Every new version of FRITZ!OS will be installed automatically. • The FRITZ!Box selects a suitable time for the update, generally at night. • During installation all internet connections will be interrupted briefly.



The FRITZ!Box is preconfigured for automatic updates, generally at night. During installation all internet and telephone connections will be briefly interrupted. If you require a stable internet connection without interruption at night, for instance for working on servers, large downloads or updates, then select a time period that works better for you with the “Define time range” option in the “System / Update / Auto Update” menu of the FRITZ!Box.

Instructions: Configuring Automatic Updates


1. Open the user interface; [see page 46](#).
2. Select "System / Update / Auto Update".
3. For instructions, open the online help .

Instructions: Disabling Automatic Updates

If you do not wish to have updates installed or searched for automatically, you can disable this function.



We recommend keeping the search for updates and the automatic installation of updates enabled. This way you benefit from further developments of existing and new features for your FRITZ!Box.

1. Open the user interface; [see page 46](#).
2. Select "Internet / Account Information / AVM Services".
3. For instructions, open the online help .

Performing a FRITZ!OS Update in the Mesh Overview

Overview

The FRITZ!Box works with its own operating system: FRITZ!OS. AVM regularly makes new versions of FRITZ!OS available for your FRITZ!Box, free of charge. Updates contain further developments and often new features.

You can update the FRITZ!OS in the user interface of your FRITZ!Box, in the Mesh Overview.



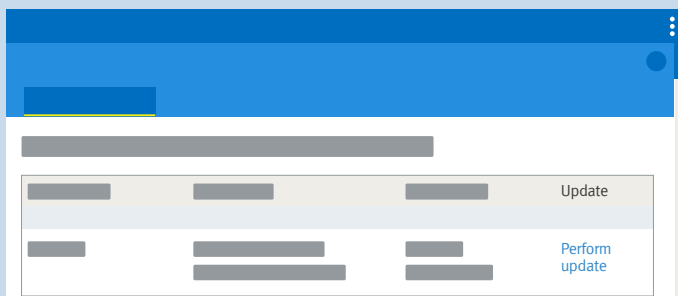
Always install the latest FRITZ!OS version on all FRITZ! products in your FRITZ!Box home network. This keeps your FRITZ! products up to date and ensures optimum synchronization of all devices in your home network.

Instructions: Performing a FRITZ!OS Update in the Mesh Overview



Do not clear the connection between the FRITZ!Box and the computer during a FRITZ!OS update, and do not unplug the power cord. Interrupting a FRITZ!OS update could damage your FRITZ!Box.

1. Open the user interface; [see page 46](#).
2. Select "Home Network / Mesh".
3. When a new update is available, the "Active Connections in the Home Network and Current Software Version" table displays the "Perform update" link next to the FRITZ!Box entry.



4. Start the update by clicking on "Perform update" and wait until the message "Update was successful" appears.

Performing a FRITZ!OS Update with the Wizard

Overview

The FRITZ!Box works with its own operating system: FRITZ!OS. AVM regularly makes new versions of FRITZ!OS available for your FRITZ!Box, free of charge. Updates contain further developments and often new features.

Using the “Update” wizard makes it especially easy to install a new version of FRITZ!OS. The wizard checks whether a new version of FRITZ!OS is available and guides you step by step through installation.



Always install the latest FRITZ!OS version on all FRITZ! products in your FRITZ!Box home network. This keeps your FRITZ! products up to date and ensures optimum synchronization of all devices in your home network.

Instructions: Performing a FRITZ!OS Update with the Wizard



Do not clear the connection between the FRITZ!Box and the computer during a FRITZ!OS update, and do not unplug the power cord. Interrupting a FRITZ!OS update could damage your FRITZ!Box.

1. Open the user interface; [see page 46](#).
2. On the “Overview” page, select the “Wizards” menu.
3. Start the “Update” wizard.
The “System / Update / FRITZ!OS Version” page is opened.
4. Click on the “Find New FRITZ!OS” button.
The wizard checks whether a FRITZ!OS update is available for your FRITZ!Box.
If the wizard finds an update, the version number of the new FRITZ!OS is displayed. Click on the link under the FRITZ!OS version to view information about further developments and new functions contained in the FRITZ!OS update.

5. To install an update, click on the “Start Update” button.
The FRITZ!OS update begins and the “Info” LED starts flashing.
The FRITZ!OS update is complete when the LED stops flashing.

Performing a FRITZ!OS Update Manually

Overview

The FRITZ!Box works with its own operating system: FRITZ!OS. AVM regularly makes new versions of FRITZ!OS available for your FRITZ!Box, free of charge. Updates contain further developments and often new features.

In some cases it is not possible to perform an automatic update, or an update via the “Mesh Overview” or wizard. Then you have the option of performing a manual update with a FRITZ!OS file that is already saved on your computer’s hard drive, or on a storage medium connected to the computer, for instance a USB stick. No internet connection is needed for this update.



Always install the latest FRITZ!OS version on all FRITZ! products in your FRITZ!Box home network. This keeps your FRITZ! products up to date and ensures optimum synchronization of all devices in your home network.

Instructions: Performing a FRITZ!OS Update Manually



Do not clear the connection between the FRITZ!Box and the computer during a FRITZ!OS update, and do not unplug the power cord. Interrupting a FRITZ!OS update could damage your FRITZ!Box.

1. Enter the following address in the web browser: <ftp.avm.de/fritzbox>.
2. Switch to the folder for your FRITZ!Box model, then to the sub-folder “other”, and then to the “fritz.os” folder.
The complete model name of your FRITZ!Box is shown in the user interface on the “Overview” page and on the bottom of housing.
3. Download the file with the file extension “.image” to your computer.
4. Open the user interface; [see page 46](#).

5. Select "System / Update / FRITZ!OS File".
6. If you did not configure the "Save Settings" push service: Back up the settings on your FRITZ!Box before the update. Using this file you can restore the settings of your FRITZ!Box as needed.
 - Enable the option "Create a backup file before the update".
 - Assign a password for the encryption of your backup file.
 - Perform the additional confirmation and click on "OK".
 - Save the backup file.
7. Click on the "Browse..." button and choose the file with the new FRITZ!OS you already downloaded and saved on your computer.
8. Click on "Start Update".

The FRITZ!OS update begins and the "Info" LED starts flashing. The FRITZ!OS update is complete when the "Info" LED stops flashing.

User Interface: Wizards Menu

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Using the Wizards

Overview

Wizards guide you step by step through configuration of the most important FRITZ!Box functions. All settings options are commented on in detail. Follow the wizard's instructions in each window to configure your settings.



When you cancel a wizard, any entries you made during the course of using the wizard are discarded.

Range of Functions

The following wizards assist you in step-by-step configuration:

Wizard	Function
Check the Status of the FRITZ!Box	Performs diagnostics of the functional status of your FRITZ!Box, its internet connection, and the home network connection to the FRITZ!Box
Security	<ul style="list-style-type: none"> Performs diagnostics of FRITZ!Box settings that regulate access to the FRITZ!Box from the internet or in the home network Warns about potentially insecure settings
Save and Restore Settings	Saves and restores the FRITZ!Box settings
Update	Checks whether a new version of FRITZ!OS is available for your FRITZ!Box

Wizard	Function
Configure Push Service	Sets up push services (automatic email sent with status and usage data)
More Functions in Brief	Introduces new and interesting functions, settings, and features of the FRITZ!Box

Instructions: Starting Wizards

1. Open the user interface; [see page 46](#).
2. Click on the "Wizards" menu.
3. Start the wizard of your choice with a mouse click.
4. Follow the instructions the wizard displays on the screen.

FRITZ!NAS

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Using Features of FRITZ!NAS

Overview

The FRITZ!Box can provide central storage (NAS = Network Attached Storage) in the home network. With FRITZ!NAS you can access your saved files, for instance, music, images, videos, and documents, from all computers, smartphones, and other devices in the home network.

FRITZ!NAS can make the following data storage available:

- Internal FRITZ!Box storage
- Connected USB storage media
- Configured online storage (cloud storage)

Access Rights


If you log in to the FRITZ!Box in the home network using only the FRITZ!Box password without a username, or directly with FRITZ!NAS, by default you have unrestricted access to all contents in the NAS.

If you want to restrict access to NAS contents for certain users, then you can create one or more FRITZ!Box user(s). For each FRITZ!Box user you can define specific access rights to the NAS contents.


Requirements

- A web browser that supports HTML5, for instance Internet Explorer version 9 or higher, Firefox version 17 or higher, or Google Chrome version 23 or higher.
- For login from the internet:
 - A MyFRITZ! account has been set up; [see page 178](#).
 - The FRITZ!Box can be reached from the internet; [see page 176](#).
 - A FRITZ!Box user with the rights “Access from the internet allowed” and “Access to NAS contents” has been set up; [see page 143](#).

Instructions: Configuring Online Storage

1. Open the user interface; [see page 46](#).
2. Select "Home Network / USB/Storage".
3. For instructions, open the online help .

Instructions: Configuring USB Storage

1. Open the user interface; [see page 46](#).
2. Select "Home Network / USB/Storage / Devices and Network Sharing".
3. For instructions, open the online help .

Starting Instructions: FRITZ!NAS in the Home Network

1. Open a web browser.
 2. Enter "fritz.nas" in the address bar of the browser.
 3. Log in to your FRITZ!Box using the FRITZ!Box password.
- The FRITZ!NAS page opens and displays the storage media enabled in the FRITZ!Box.

Instructions: Starting FRITZ!NAS in the Internet

1. Open a web browser.
2. Enter "myfritz.net" in the address field of the browser.
3. Log in with the login information of your MyFRITZ! account (email address and password).
4. Click on the name of the FRITZ!Box whose NAS storage you want to access.
5. Log in using the login information of a FRITZ!Box user with the necessary rights (username and password).
6. Click on "FRITZ!NAS" in the user interface.

The FRITZ!NAS page opens and displays the storage media enabled in the FRITZ!Box.

Displaying the FRITZ!Box Data Storage in the File Manager

Overview

You can display the contents of the FRITZ!Box data storage in the file manager of a computer in the home network. The storage can be used on the computer just like a local drive or a USB drive connected directly to the computer, for instance in the Windows Explorer or macOS Finder.

Requirements

- Your computer is connected with the FRITZ!Box via network cable.

Instructions: Displaying FRITZ!Box in Windows Explorer

1. Open Windows Explorer.
2. Enter "fritz.nas" in the address bar of the browser.

The NAS of your FRITZ!Box is displayed in Windows Explorer. You can list, rename, copy, and delete files.

Instructions: Displaying FRITZ!Box Storage in the OS X Finder

1. Click on the Finder icon with the right mouse button to open the context menu of the Finder.
2. Select the "Connect to Server..." option.
3. Enter the server address <smb://fritz.nas>.

The storage of your FRITZ!Box is displayed in the Finder. You can list, rename, copy, and delete files.

Backing Up FRITZ!Box Storage

Overview

You can save the data you have stored on the internal FRITZ!Box storage to a file.

Instructions: Saving Data from Internal Memory

1. Open a web browser.
2. Enter "fritz.nas" in the address bar of the browser.
3. Select on the FRITZ!NAS page the data you would like to save.
4. Click in the toolbar on the icon for downloading and select a storage location for the data.
5. Save with "OK".

The selected data are copied to a ZIP file in the download folder you specified.

MyFRITZ!

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What Is MyFRITZ!?

Overview

MyFRITZ! adds additional functionality to your FRITZ!Box. With MyFRITZ! you can access various information and features of your FRITZ!Box via the internet or from the home network.

MyFRITZ! Components

	MyFRITZ! account / MyFRITZ!.net	MyFRITZ!App	MyFRITZ! / myfritz.box
Function	MyFRITZ! in the internet	MyFRITZ! mobile	MyFRITZ! in the home network
Access to	a personal FRITZ!Box overview portal and, depending on the user rights, to FRITZ!Box functions	FRITZ!Box functions from on the go	FRITZ!Box functions in the home network
Accessed via...	log in with MyFRITZ! account on the http://www.myfritz.net website	a mobile device (with MyFRITZ!App installed)	MyFRITZ! link in the FRITZ!Box user interface or the address http://myfritz.box in the browser

Using MyFRITZ! in the Internet: MyFRITZ! Account / MyFRITZ!Net

With the MyFRITZ! account you can log in to the FRITZ!Box Overview page <http://www.myfritz.net> via web browser and access your FRITZ!Box from there, for instance, to retrieve information on calls or to access photo, music, or video files on home network storage. The FRITZ!Box automatically sends important information about the home network to the email address of the MyFRITZ! account.

Create a MyFRITZ! account with an email address and a password.

FRITZ!Box FRITZ!Box Web Address

Upon registering with the MyFRITZ! account, the FRITZ!Box is assigned a web address at which it can always be reached.

If internet access to the FRITZ!Box is enabled and a FRITZ!Box user has been configured with “Access from the internet allowed” rights, then you can open the assigned web address in a browser to access your FRITZ!Box directly.

You can also use the assigned web address to establish VPN connections to your FRITZ!Box or server services and network devices in the home network for which you configured port sharing in the FRITZ!Box; [see page 82](#).

In the following case, the assigned address cannot be reached from the internet:

- Your internet service provider did not assign a public IPv4 address to your FRITZ!Box, for instance for connections with the dual-stack lite protocol. The FRITZ!Box does not have a public IPv4 address if the message “FRITZ!Box uses a DS Lite tunnel” is displayed in the “Connections” section of the “Overview” menu in the user interface.

Using MyFRITZ! from a Mobile Device: MyFRITZ!App

With the free MyFRITZ!App you receive information from the home network directly on your mobile device. You can access your FRITZ!Box at any time from anywhere.

- Messages: view the FRITZ!Box call list and listen to messages on the answering machine

- Home network: access the FRITZ!Box user interface and connected home network devices securely
- Smart Home: Control smart plugs and radiator controls
- FRITZ!NAS: Access home network storage, for instance, for photo, music, or video files
- Convenience functions: control answering machines and call diversion settings



To use the MyFRITZ!App with iOS, a MyFRITZ! account and a FRITZ!Box user account must be configured; [see page 142](#).

Using MyFRITZ! in the Home Network: myfritz.box

Via the “MyFRITZ!” overview page at the address “myfritzbox” you can access functions of your FRITZ!Box frequently used in the home network directly from your browser:

- Call list: View calls and listen to messages
- FRITZ!NAS: Access home network storage, for instance, for photo, music, or video files
- Convenience functions: Display and switch Wi-Fi, WPS, guest access, answering machines on and off
- Smart Home: Switch and control smart plugs and radiator controls

Which functions you can access depends on the rights configured for the FRITZ!Box users logged in. If you logged in with the general FRITZ!Box password, you have access to all areas; [see page 142](#).

Creating a New MyFRITZ! Account

Overview


In order to be able to use MyFRITZ! via the <http://www.myfritz.net> website or via the MyFRITZ!App for iOS, a MyFRITZ! account is needed. When the MyFRITZ! account is created, the FRITZ!Box from which the account is created is registered with the MyFRITZ! account.

If you would like to use MyFRITZ! only via the MyFRITZ!App for Android, then you do not need a MyFRITZ! account.

MyFRITZ! Account and FRITZ!Box

You only have to set up a MyFRITZ! account once. It exists no matter which FRITZ!Box was used to create it. Once an account has been created you can register any number of FRITZ!Box models with your MyFRITZ! account. If you switch to a new FRITZ!Box, you can then register the new model with your existing MyFRITZ! account and delete any old FRITZ!Box models no longer in use.

Instructions: Creating a New MyFRITZ! Account or Using an Existing MyFRITZ! Account

1. Open the user interface; [see page 46](#).
2. Select "Internet / MyFRITZ! Account".
3. For instructions, open the online help .

Configuring MyFRITZ!App in Android

Overview

With the MyFRITZ!App you can access your FRITZ!Box from anywhere using your Android device. The MyFRITZ!App is configured in the FRITZ!Box home network first.

The MyFRITZ!App from AVM can be downloaded free from the [Google Play Store](#).

Requirements

- Android smartphone or Android tablet with Google Android 4 (or newer)
- Your Android mobile device is located in the Wi-Fi network of your FRITZ!Box.
- For registration with FRITZ!Box users: The user has “FRITZ!Box Settings” rights.
- For the connection to the home network: The “Allow access for applications” option is enabled in the “Access Settings in the Home Network” section of the “Home Network / Network / Network Settings”.

Instructions: Configuring MyFRITZ!App

1. Install the MyFRITZ!App from the Google Play Store on your mobile device.
2. Open the MyFRITZ!App.
3. If multiple FRITZ!Box models are displayed, select the FRITZ!Box you want to connect with.
4. To register with the FRITZ!Box, enter the required data.
The MyFRITZ!App connects with the FRITZ!Box.

5. To configure secure access to the FRITZ!Box user interface and the connected home network devices, tap on "Home Network" and follow the instructions for configuring the home network connection.

Configuring MyFRITZ!App in iOS

Overview

With the MyFRITZ!App you can access your FRITZ!Box from anywhere using your Apple mobile device. The MyFRITZ!App is configured in the FRITZ!Box home network first.

The MyFRITZ!App from AVM is available for free download in the [Apple App Store](#).

Requirements

- iPhone (model 4GS or later) or iPod touch (5th generation or higher) or iPad with iOS 9.0 (or later).
- Your Apple mobile device is located in the Wi-Fi network of your FRITZ!Box.
- You configured a MyFRITZ! account and your FRITZ!Box is registered with this MyFRITZ! account.
- An account as a FRITZ!Box user has been set up for you in your FRITZ!Box, and the FRITZ!Box user has the rights "Access from the internet allowed" and "FRITZ!Box Settings".

Instructions: Configuring MyFRITZ!App

1. Install the MyFRITZ!App on your mobile Apple device.
2. Open the MyFRITZ!App.
3. If multiple FRITZ!Box models are displayed, select the FRITZ!Box you want to connect with.
4. To register with the FRITZ!Box, enter the required data.
The MyFRITZ!App connects with the FRITZ!Box.

Malfunctions

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Troubleshooting Procedures

Overview

The following table offers recommendations about what do when problems with your FRITZ!Box arise:

Problem	Help
<ul style="list-style-type: none"> • LEDs not on • No access to the user interface • Wi-Fi connection cannot be established or is interrupted 	Troubleshooting chart; see page 184
Problem with: <ul style="list-style-type: none"> • Connecting • Configuration • Internet • Wi-Fi • etc. 	Knowledge Base; see page 188
Troubleshooting chart and Knowledge Base does not offer a solution	Support, see page 189

Troubleshooting Chart

Overview

If malfunctions occur, for instance, such that you can no longer access the user interface of the FRITZ!Box, first try to solve the problems using the following tables.

Troubleshooting Chart

Problem	Cause	Solution
LEDs not on	Power supply interrupted	<ul style="list-style-type: none"> • Make sure the power supply unit is connected properly. • Try plugging in a different device to make sure that the electrical outlet is active.
Cannot establish a Wi-Fi connection	Computer's wireless adapter not ready for operation	Switch on your computer's wireless adapter. For details, consult the manual of your computer.
	Wi-Fi network of the FRITZ!Box switched off	If the "WLAN" LED is off, press the WLAN button on the FRITZ!Box. Hold the button down until the "WLAN" LED begins flashing.
	Computer cannot find the Wi-Fi network of the FRITZ!Box	Enable the "Name of the Wi-Fi network visible" function ("Wi-Fi / Wi-Fi Network") in the FRITZ!Box user interface.
	Incorrect network key	Enter the correct network key ("Wi-Fi / Security").

Problem	Cause	Solution
User interface does not open	Path name incorrect	Open the user interface by entering its complete address (http://fritz.box instead of
	FRITZ!Box has crashed	Remove the FRITZ!Box from the power mains and restart the FRITZ!Box again after about five seconds.
	Cache is full	Empty the cache of your web browser. For more information on this, see the help of your web browser.
	Proxy configuration does not allow the FRITZ!Box address	If a proxy server is enabled in your web browser, the address of the FRITZ!Box must be entered as an exception. Check your web browser settings. For more information on this, see the help of your web browser.
	Computer is not configured to obtain IP address automatically	On your computer, enable the setting "Obtain an IP address automatically" for the network adapter used to connect to the FRITZ!Box. For more information, see the documentation by the manufacturer of your operating system.
	Forgot FRITZ!Box password	Restore factory settings to the FRITZ!Box (see page 154).

Problem	Cause	Solution
	Combination of various settings in the "Internet" and "Home Network" menus.	<p>Attempt to open the user interface with the emergency IP address; see page 187.</p> <p>If this does not work, restore factory settings to the FRITZ!Box (see page 154).</p>
Wi-Fi connection interrupted	Wi-Fi connection between FRITZ!Box and wireless device interrupted	<p>Change the positions of the FRITZ!Box and the wireless devices:</p> <ul style="list-style-type: none"> • Do not set up the FRITZ!Box in the corner of a room. • Do not set up the FRITZ!Box directly next to or beneath an obstacle or a metal object (like a cabinet or radiator). • Position the FRITZ!Box and the wireless devices so that there are as few obstacles between them as possible.
	Wi-Fi channel with heavy interference	<p>Configure automatic selection of the Wi-Fi channel in the FRITZ!Box user interface.</p> <p>Then the FRITZ!Box will automatically select a Wi-Fi channel with the least interference possible ("Wi-Fi / Wi-Fi Channel").</p>

Opening the User Interface with the Emergency IP Address

Overview

The FRITZ!Box has an emergency IP address at which the user interface can always be reached.

Information on the Emergency IP Address

- The emergency IP address is: 169.254.1.1
- The emergency IP address cannot be changed.

Requirements

- The computer with which the user interface was opened using the emergency IP address is connected with the FRITZ!Box by network cable.
- This computer is not connected with the FRITZ!Box via LAN guest access.

Instructions: Opening the User Interface with the Emergency IP Address

1. Disconnect the FRITZ!Box from other network devices and make sure that there is no Wi-Fi connection between your computer and the FRITZ!Box.
2. Connect your computer to the "LAN 2" socket of the FRITZ!Box using a network cable.
3. Restart your computer.
4. Open a web browser and enter the emergency IP address "169.254.1.1".
5. Log in to the FRITZ!Box user interface.

Knowledge Base

Overview

Help for resolving problems with the FRITZ!Box is provided in the AVM Knowledge Base. This resource presents answers to the questions asked most frequently of our Support team.

If the problem cannot be resolved using the Knowledge Base, then contact the Support team; [see page 189](#).

AVM Knowledge Base

The AVM Knowledge Base is available online at:

en.avm.de/service

Support

Overview



The Support team assists you in resolving any problems with your FRITZ! products.

Preparations

Keep the following device information handy:

- FRITZ!Box model
- Article number, [see page 17](#)
- FRITZ!OS version
- Internet service provider
- Error messages, if any

Instructions: Support by Email

1. Start a web browser on your terminal device.
 2. Open the website en.avm.de.
 3. Click on "Service" and then on "Support".
 4. Click on "Support Request" .
Our email support is not available in all languages. If necessary, select an alternative language and then click on "Support Request" .
 5. Follow the instructions displayed on the screen.
 6. To conclude, click on "Send Support Request".
- Our Support team will respond by email as quickly as possible.

Decommissioning and Disposal

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Decommissioning

Deleting Private Data



As the final user of a FRITZ! product, you are responsible for deleting your own personalized data on devices to be disposed of.

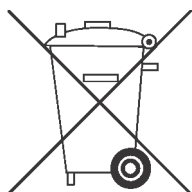
Delete your personal settings and personalized data from your FRITZ!Box device before ending its operation and disposing of the device. To do this, restore the factory settings to the FRITZ!Box; [see page 154](#).

Disposal

Disposal of Electronic Devices and Electronic Components

In accordance with European regulations, the FRITZ! device, and devices and electronic components contained in the package, may not be disposed with household waste, residual waste, or the yellow recycling bin.

Bring your FRITZ! device and all electronic components included with delivery to a collection point in your local community for the disposal of electronic appliances where it can be disposed of properly. Distributors of electronic devices are also obligated to accept returns of their products free of charge.



The crossed out bin on the type label or on the housing of your FRITZ! device means that you are required by law to dispose of the electronic device separately from household waste.



Technical Specifications

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Technical Specifications

Device Properties

Attribute	Value
Dimensions (W x H x D)	approx. 226 x 47 x 160 mm
Supply voltage	230 V / 50 Hz

Ambient Conditions

Property	Value
Operating temperature	0 °C – +40 °C
Storage temperature	-20 °C – +70 °C
Relative humidity (operation)	10 % – 90 %
Relative humidity (storage)	5 % – 95 %

Active Power

Attribute	Value
Maximum active power	13 W
Intermediate active power, determined with the following load: <ul style="list-style-type: none"> • WAN connection enabled • Wi-Fi on; no devices registered via Wi-Fi • one network device connected to a LAN port; no data transfer; other LAN ports not in use 	3.5 W–7 W

Ports and Interfaces

Connected via	Interface
WAN	1-Gbit/s WAN port for connecting to a cable, fiber optic, or DSL modem or a router

Connected via	Interface
LAN	Four LAN sockets via RJ45 sockets (standard Ethernet, 10/100/1000 Base-T), 1 Gbit/s
USB	2 USB host controllers (USB version 3.0/2.0)
Wi-Fi – 2.4- and 5-GHz range	<p>Wireless access point with support for Wi-Fi networks.</p> <p>Wi-Fi standards supported:</p> <ul style="list-style-type: none"> • IEEE 802.11 a – transmission rates of up to 54 Mbit/s • IEEE 802.11 g (Wi-Fi 3) – transmission rates of up to 54 Mbit/s • IEEE 802.11 n (Wi-Fi 4) – transmission rates of up to 400 Mbit/s (including 256QAM) • IEEE 802.11 ac (Wi-Fi 5) – transmission rates of up to 866 Mbit/s

Wi-Fi Frequencies

Frequency	Frequency Range	Max. Transmitter Power
2.4 GHz	2400 - 2483 MHz	100 mW
5 GHz	5150 - 5350 MHz	200 mW
	5470 - 5725 MHz	1000 mW

In the 5-GHz band for Wi-Fi, the range from 5150 MHz to 5350 MHz is intended only for indoor use. This restriction or requirement is effective in the countries AT, BE, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK, UK.

Electromagnetic Fields

The FRITZ!Box receives and transmits radio waves during operation.

- The FRITZ!Box was designed and constructed to comply with the threshold values for the exposition of radio waves recommended by the International Commission on Non-ionizing Radiation Protection (ICNIRP).
- This directive was formulated by independent scientific organizations after regular and careful evaluation of scientific studies. It includes a wide safety margin in order to ensure the safety of all persons, regardless of their age and health.
- For devices mounted in a fixed position that have their own power connection, like the FRITZ!Box, compliance with the minimum distance of 20 cm defined in the ICNIRP guideline has been certified. The measurements were conducted in accordance with the European EN 50385 standard.

Legal Notice

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Legal Notice

Manufacturer's Warranty

We, AVM GmbH, Alt-Moabit 95, 10559 Berlin, as manufacturer of this original product, offer a warranty of 5 years for defects to the product which are demonstrably due to faults in materials or manufacturing. Your legal rights in the case of defects for which claims can be made free of charge are not restricted by this warranty.

The warranty period begins with the date of purchase by the first end user. Compliance with the warranty period must be proven by submission of the original invoice of the first end consumer or comparable documents as well as the return of the product in question. In order to return your product, our Support team will send you a link to an "RMA form". After filling out this form you will receive an RMA number authorizing you to return the product to us. This RMA number must be clearly visible and easy to read on the outside of the package, and sufficient postage must be attached (insured shipping is recommended). The product must be dispatched within 14 days after the RMA number has been issued. The package is to be returned without the original box and accessories, packed carefully and secured for transportation. AVM accepts no liability for any damage during transport. Returns without an RMA number, packages sent freight collect or without sufficient postage, and packages without an invoice will not be processed and sent back to the sender; in such cases we reserve the right to charge a processing fee of up to 35 €.

Within the warranty period, we will remove reported defects to the product hardware which are demonstrably due to faults in materials or manufacturing. Our warranty does not cover defects which occur due to incorrect installation, improper use, non-observance of instructions in the user manual, normal wear and tear, or defects in the environment of the system (third-party hardware or software). In this case we reserve the right to return such devices without processing and will charge you a processing fee of 35 €. We may, at our discretion, repair or replace the defective product. AVM bears the costs for returning the repaired or exchanged product. Claims other than the right to the re-

removal of defects which is mentioned in these terms of warranty are not constituted. We guarantee that the software conforms with general specifications, not, however, that the software meets your individual requirements. Shipping costs will not be reimbursed. Products to be exchanged due to a warranty claim are transferred to our ownership upon provision of the replacement product. Claims recognized under warranty entail neither an extension nor a recommencement of the warranty period. If we reject a warranty claim, this claim lapses no later than six months after being rejected by us. All claims from or in association with this warranty shall be governed by German substantive law, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

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Declaration of CE Conformity

AVM declares herewith that the device is compliant with directive 2014/53/EU.

The full text of the declaration of EU conformity is available at <https://en.avm.de/service/declarations>.

Declaration of UKCA Conformity

AVM declares herewith that the device is compliant with the Radio Equipment Regulations 2017 (S.I. 2017/1206).

The full text of the declaration of UK conformity is available at <https://en.avm.de/service/declarations>.

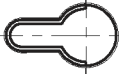
Drilling Template

See the next page for the drilling template for your FRITZ!Box.

The drilling template assists you in marking the holes needed to mount the FRITZ!Box on a wall.

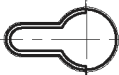


Be sure to print out the page with the drilling template in its original size, or 100%. Do not enlarge it, adjust its size, reformat or rescale it in your printer settings.



Be sure to print out the page with the drilling template in its original size, or 100%. Do not enlarge it, adjust its size, reformat or rescale it in your printer settings.

178 mm



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