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**DHOME**  
**PILOT**

# User manual

premium Gateway



ITEM NO.: 1500 10 01



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# 1. Introduction

This manual describes how to commission, connect the electrical system and operate the premium Gateway.

- Please read this manual in full and observe all safety instructions before starting with the work.
- Read the instruction manuals for the accessories.
- This manual is part of the product so please store it in an accessible place.
- When passing the premium Gateway on to a third party, this manual must be passed on as well.
- Damage resulting from non-compliance with this manual and the safety instructions will void the warranty. We assume no liability for any consequential damage.

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## 1.1 Hazard levels



**Risk of fatal electric shock**



**Danger area / dangerous situation**



**DANGER!**

This hazard will lead to serious injuries or death.



**WARNING!**

This hazard may lead to serious injuries or death.



**CAUTION!**

This hazard may lead to minor or moderate injury.



**ATTENTION!**

This hazard may lead to damage to property.

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## 1.2 Symbols & pictograms used



Read the respective manual



Further useful information

## 2. Safety instructions



**The use of defective devices can lead to personal injury and property damage (electric shocks / short circuiting).**

- Never use defective or damaged devices.
- Check all the components included in the delivery for damage.
- Please contact our customer service team in case of damage to the device.



**Risk of short circuit when using an incorrect power supply.**

- Using a power supply with a voltage other than that specified for the power supply included in the delivery may cause damage to the premium Gateway or lead to a short circuit.
- Please use only original accessories.



The mains socket and power supply must be easily accessible at all times.



**Mains voltage spikes can cause the device to be damaged.**

- Never install the premium Gateway during a thunderstorm.



**Risk of fatal injury from crushing resulting from drives starting automatically.**

- Keep unauthorised persons out of the travel range of system parts driven by a motor during the configuration and commissioning process.



**Improper use can lead to personal injury or property damage.**

- Never use the DuoFern radio system and its components for the remote control of devices and systems with increased safety-relevant requirements or where there is an increased accident risk. Applications of this kind require additional safety equipment.
- Children may not be permitted to play with the device.
- Watch the roller shutter and keep other people away from the area while configuring the device to avoid injury in the event that the shutter suddenly slips.
- When carrying out cleaning or maintenance on roller shutter or awning systems, these must be secured against automatic starting (e.g. by switching off the safety device installed on site).
- Carry out all cleaning work on the device whilst it is disconnected from the mains power.

## 2.1 Intended use

The premium Gateway should only be used for configuring and controlling HOMEPILOT radio devices or for integrating smart home components!

## 2.2 Operating conditions

- A 230 V / 50 Hz power supply, together with an isolating device (safety device), must be available at the installation site.
- An easily accessible 230 V / 50 Hz socket must be available at the installation site if the enclosed connecting cable with a Euro plug is being used.
- The device can be used as a wall-mounted or tabletop device.
- Only operate the device in dry rooms.

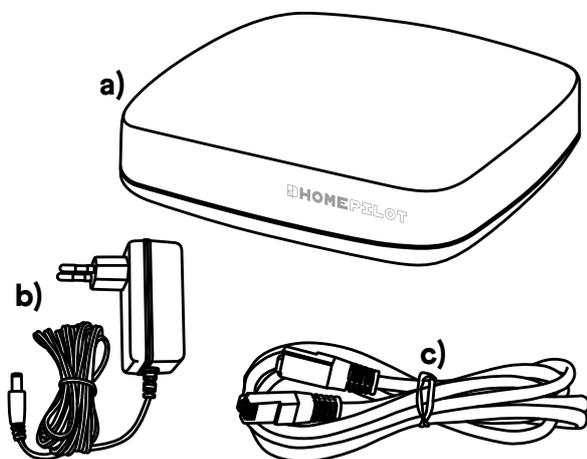


**Never install and use the premium Gateway outdoors or in damp rooms!  
This may damage the device.**

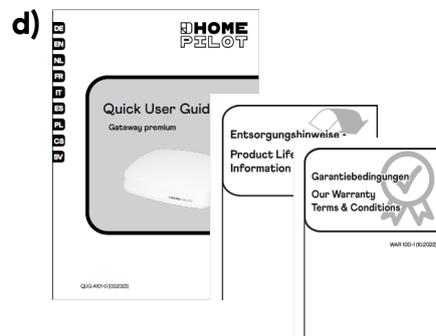


Radio systems that transmit on the same frequency can cause interference.

## 3. Included in the delivery



- a) premium Gateway
- b) Plug-in power supply (5 V / 3 A)
- c) LAN cable
- d) Quick user guide, warranty conditions and disposal instructions

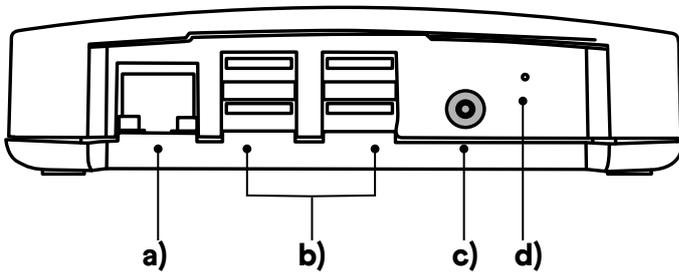


### After unpacking ...

- Compare the contents of the package with those specified above.
- Compare the voltage / frequency on the type plate to the local mains power supply conditions.

## 4. Product description

### 4.1 Connections and buttons on the rear side of the device



- a) LAN connection to the local network
- b) 4 x USB port (USB 2.0)
- c) Power supply connection
- d) Reset button



The USB ports are only intended for connecting smart home components that support a radio standard other than DuoFern, e.g. addZ LED lamps using an addZ stick.

### 4.2 Overview of features

LEDs (red / green, concealed)



LED	Status	Description
	red + green light up	Switch on
	red flashes	Boot process
	green light up	
	green light up	ready to use
	green flashes	Software update available
	red + green flash	Software update is executed
	red lights up	Hardware reset is carried out
	green off for 2 sec.	

## 4.3 Functional description

The premium Gateway can be used for logging on, setting up and configuring all devices in the radio network through the HOMEPILOT app. It can be used at any time to adapt the configurable routines to the individual requirements.

### **Network port (LAN)**

The premium Gateway must be connected to a free LAN port on a router to use it as a central controller.

### **Accessing the user interface in a local network**

After successful connection, you can access and configure the user interface of the premium Gateway via the HOMEPILOT app.

The HOMEPILOT app for Android or iOS products is available from the corresponding app store.

### **Use of the free service through the HOMEPILOT portal**

In addition, remote access to the device can be used if the device is previously logged on and registered on the HOMEPILOT portal.



Some settings are only possible in the local network.

### **Information about the Internet connection**

We recommend that you permanently connect the gateway to the Internet so that we can provide updates for new products and new functions. In addition, the permanent Internet connection ensures that we can provide you with the optimum service and security-related updates.



A permanent Internet connection is required to use language support with "Alexa Skill" or the "Google Assistant Service".

## 5. Commissioning

### 5.1 System requirements

The following are required to set up the premium Gateway for the first time:

- Internet access
- A router with an activated DHCP server and a free LAN port
- A freely accessible mains socket (230 V / 50 Hz)
- A mobile end unit (smartphone / tablet) with the latest Android or iOS operating system

#### Installation site

An installation site close to metallic surfaces or objects can impair its function. Therefore you should avoid an installation site in the cellar, for instance.

Do not install the device above a height of 2 m.

Existing electronic devices may cause interference under certain circumstances. You should therefore observe a clearance of at least 0.5 m especially to the following devices:

- WLAN router
- Television and computer
- Wireless loud speaker and radio headsets
- Audio and video equipment
- Alarm systems
- Mobile phones and cordless phones
- Microwaves
- Ballasts for fluorescent lamps
- Baby monitor

#### Information about network security

The Federal Office for Information Security has published recommendations for the secure use of the Internet. We would like to provide excerpts of these. Further information can be found at:

[www.bsi-fuer-buerger.de](http://www.bsi-fuer-buerger.de)

#### **Security aspects for routers and WLAN**

You should always use a router for connecting to the Internet. In contrast to modems (e.g. for DSL or cable), routers incorporate firewall and encryption functions that you have to previously activate or configure.

#### **Changing preset passwords**

It is essential that you change the preset password for access to the configuration interface of the router.

## 5.2 Connecting the router

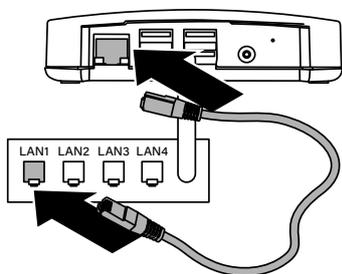
### WARNING!

The end points of driven products (e.g. belt winders, roller shutter motors) must be configured prior to installation and before ultimately connecting or linking the electronics.

### CAUTION!

- Nobody should stand in the range of motion of the automated product!
- This product is only designed for transient operation. If required, the device will be switched off by the thermal protection system, which automatically releases the function again after a certain amount of time.

1.



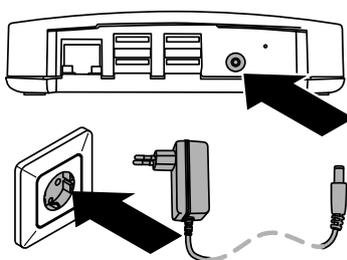
Plug the LAN cable provided into the LAN port of the premium Gateway and connect it to a free LAN port on the router.

The premium Gateway must initially be configured (e.g. logged on to a WLAN radio network) through the LAN network and the user interface of the device.



The WLAN connection of the premium Gateway is only activated when the LAN connector is removed.

2.



Connect the power supply provided to the power input [DC 5 V / 3 A] of the premium Gateway and then connect the power supply to a free 230 V / 50 Hz mains socket.

### CAUTION!

The use of a non-original power supply may destroy the device.



The device is ready to use once the LED lights up green continuously and the red LED is off.

3.



Download and install the HOMEPILOT app from the respective store for the Android or iOS version:

Android version:



**HOME**  
**PILOT**



iOS version:



- 4.** Creating a user account: Enter the email address and password, an email with a confirmation link will be sent, click on the confirmation link to complete the user registration.

- 5.** The HOMEPILOT app automatically searches the network for the premium Gateway and displays it in the app as soon as it is found.

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## 5.3 Setting & configuration

The premium Gateway can now be configured in the HOMEPILOT app. The following menu items, amongst others, are available in the app:

### **Network**

WLAN activation (if the gateway is not to be operated permanently via LAN)

### **Maintenance**

Backup function: Create a backup file, for example, immediately after logging on

### **Location & time**

Geographic data can be entered (required to activate automatic functions)



Further menu items as well as information on the navigation, operation and integration of HOMEPILOT products is explained in the FAQs, tutorials (videos) etc. in the service area on our website:



<https://service.homepilot-smarthome.com/>

## 6. Navigation & operation

### 6.1 Safety instructions during use



#### **CAUTION!**

- Make sure that nobody is standing in the range of motion of parts that are driven by the product.
- Instruct all people who operate the product how to use it safely.
- This product may be used by children from 8 years of age upwards as well as by people with reduced physical, sensory or mental capacities or with lack of experience and knowledge if they are supervised or have been instructed on how to use the product safely and if they understand what dangers may result from this.
- Do not allow children to use the product as a toy.
- Store manual transmitters and remote controls in such a way that they cannot be operated unintentionally, for example, by playing children.

## 7. Maintenance instructions

### 7.1 Software update

The premium Gateway is continually updated through firmware updates. You can tell whether an update is available by the flashing green LED or by a red update icon in the HOMEPILOT app.



The power supply must not be disconnected during the software update.

1. Open the HOMEPILOT app on the end unit.
2. Select the "Maintenance" menu item in the settings.
3. Start the update. The red and green LEDs flash during the update. This process may take several minutes.
4. The device is restarted after about 5 minutes. The red LED flashes during this phase.
5. The premium Gateway is ready to use when the LED lights up continuously green again.

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### 7.2 Open source licences

The premium Gateway firmware consists of various software components. Some of these software components are controlled by a free software licence (a so-called open source licence). These licences allow the free reproduction, use and extension of programs. The licence texts can be accessed on the premium Gateway under the following URL:

<http://hpgateway.local/legal> \*

\*If the name of the premium Gateway is changed by the user, the address must be entered with the new name:

<http://<name>.local/legal>

We offer to send the source code of the open source components of the premium Gateway by email. This additional service can be requested by email:

[service.de@homepilot-smarthome.com](mailto:service.de@homepilot-smarthome.com)

## 7.3 What to do if ...

### the device is no longer working?

Disconnect the premium Gateway from the mains power for approx. 30 seconds and then restart the device.

Our customer service team will be happy to help if the problem has not been resolved.

### ... the premium Gateway is not detected?

The premium Gateway may not be automatically detected in the app depending on the type of router used.

If this is the case, the IP address of the device must be entered manually.

Example of an IP address:           http://192.168.xxx.xxx

Where can I find the IP address?

The IP address is automatically allocated by the router and can be found in the network settings of the router. There the IP address is specified in connection with the MAC address of the premium Gateway (see the underside of the device).

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## 7.4 Care



### ATTENTION!

Use only a soft, slightly damp cloth to clean the device and/or the visible surface. Do not use any chemical solvents. Penetrating liquids (e.g. cleaning agents when cleaning) may damage the product.

## 8. Disassembly & dismantling

### 8.1 Factory reset

If the device is to be restored to its original state (e.g. when dismantling it), it is necessary to ensure that all data is deleted and the factory settings are loaded before dismantling it.

1. To do so, disconnect the power supply, press and hold the reset button and switch on the power supply again.
2. Wait until the red LED lights up continuously after flashing and the green LED is off. The reset is now executed and you can release the button again.

## 9. Technical specifications

Power supply	
Supply voltage	5 V / 3 A (DC)
Average power consumption	< 2.5 W (DuoFern & LAN / WLAN active)
Max. power consumption	Approx. 15 W

Network	
LAN	1 x Ethernet (100 Mbps)
WLAN	802.11 b/g/n
WLAN transmission frequency	2.400 GHz - 2.483 GHz
WLAN transmission power	Max. 10 mW
WLAN security algorithms	WPA1 / WPA2-PSK

DuoFern radio technology	
Transmission frequency	434.5 MHz
Transmission power	Max. 10 mW
Range	<ul style="list-style-type: none"> <li>• <i>Indoors: approx. 30 m *</i></li> <li>• <i>Outdoors: approx. 100 m</i></li> </ul> * Depending on the building structure
Maximum number of DuoFern devices	100

Operating conditions	
Permissible ambient temperature	0 °C to +40 °C
Dimensions (L x W x H)	130 x 130 x 30.5 mm

Power supply	
Operating voltage	100 V - 240 V / 50 - 60 Hz
Output voltage	5 V / 3 A (DC)

## 10. Accessories

A wide range of accessories is available to take advantage of the numerous smart home functions in conjunction with the premium Gateway.

Information about the accessories is available in our online shop:

[www.homepilot-smarthome.com](http://www.homepilot-smarthome.com)

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## 11. Manufacturer's information

### 11.1 Warranty terms and conditions

Information about our warranty terms and conditions is enclosed in printed form with this product.

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### 11.2 Disposal information

Disposal information is enclosed in printed form with this product. Further information can be found on our website.

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### 11.3 EU declaration of conformity

 DELTA DORE RADEMACHER GmbH hereby declares that the premium Gateway complies with the Directive **2014/53/EU (Radio Equipment Directive)**.

The full text of the EU declaration of conformity is included with the product and is kept on file by the manufacturer.

DELTA DORE RADEMACHER GmbH

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# HOME PILOT

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