

SMA inverter will not connect to your home Wi-Fi? Please contact your service provider/IT service organisation and ensure the following is in place:

- Routers, switches and all other communication device need to support the SIP and STUN protocol
- IGMP snooping should be deactivated.
- On the router, all UDP ports > 1024 must be open for outgoing connections
- The outgoing router connections must be enabled for all Internet destinations (target IP, target port). If there is a firewall installed on the router, you may have to adjust the firewall rules.
- If the router has NAT (Network Address Translation), no port forwarding should be set up to prevent potential communication problems
- There must be no packet manipulation/filtering of SIP packets in the router/switch.
- There must be no proxy server located on the network
- If UMTS is used, VoIP (Voice over IP) is required to use the Webconnect function. Ensure the UMTS provider can also provide a VoIP service