

Re: Ipaq 5915 Wireless Network Connection (FAILURE)

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<http://www.tech-archive.net/Archive/PocketPC/microsoft.public.pocketpc.wireless/2007-01/msg00024.html>

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I got a phone call from Belkin today. Their level 3 support is going to take another shot at settings. I'm not very encouraged by their interest. I had to go around Tech Support to customer service to get to level 3 support. (Calling them tomorrow when I have more time).

Belkins stance is; "If you have five different devices connecting to the router, then the Ipaq has a software problem". They feel that if the Belkin router is assigning the Ipaq an IP address, then it's done it's job, just as it does it's job with all other devices that are assigned and IP address by the router.

I've had no trouble with Belkin at all. I use my PCMCIA N card in hotels from NY to LA, ATL to SEA never a problem. I have a Belkin "G" USB adapter on this PC 150 feet from the router. The router is in my office, which is an out-building. I'd sure hate to buy another router as there are people with Ipaq WIFI problems that own routers from every manufacturer of routers on this planet.

I've been using HP handheld devices since the first version of CE. I really think HP made a very big marketing mistake when they put WIFI handhelds on the market. Not being sure what reseller margin is on these devices, I'd estimate that HP is making a profit of about \$50 maybe \$100 per unit. Hardly worth the effort. I won't buy HP product again... simply for the way they have treated me or ignored me.

The Belkin router just had a firmware update installed last week. I suspect the programmers have moved on to something else.

I'll have some time, (hopefully) tomorrow to "play" with the Ipaq WIFI settings and will be in touch with Belkin level 3 support. I'll share m