

Re: e-mail trouble with "In-box"

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From: Adrian (*dragomir_a_at_hotmail.com*)

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You may try connecting your device through ActiveSync's pass-through and use some kind of network monitoring programs such as netmon to see the exchange between Inbox and your POP/SMTP servers. It might give you an idea as to what's going on, it may also help your ISP support person diagnose the problem.

Adrian

"Retdean" <steiner_richard@hotmail.com> wrote in message
news:eghVc2CEEHA.3404@TK2MSFTNGP10.phx.gbl...

> *Although I have posted this request before and received a couple of
> suggestions my problem still exists.*

>

> *I am trying to connect my iPAQ h2215 "in-box" to my ISP directly. The
> problem involves sending and receiving e-mail using the POP3 and SMTP
> settings. I insert the e-mail codes, provided by my dial-up ISP into my
> iPAQ account along with the proper telephone number and password, but that
> doesn't work. I am trying to use the same ISP and codes on both my PC
and*

> *my PDA. I am successfully connected to the dial-up ISP with my iPAQ using
a*

> *Flash Card Modem at the time the problem occurs. This is not a sync
> problem. I don't want to sync e-mail from my PDA to a computer. I want
the*

> *h2215 (ppc 2003) to send and receive e-mail in a stand alone situation
using*

> *"in-box"--no desktop PC involved.*

>

> *I tap the SEND button in the "in-box" composition window and the
connection*

> *to my ISP e-mail account fails. When I tap the SEND button the iPAQ
> attempts to connect to my POP3/SMTP service, but it fails and I am asked
to*

> *restate my user name and password. I do that and I am asked for my user
> name and password again and again. I know the user name and password are
> correct.*

>

> *I also know that I am successfully connected to my ISP because I can surf*

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- > the Net through the Internet Explorer program on my iPAQ. I can even send
- > and receive e-mail using Hotmail. It is the Pocket PC "in-box" e-mail
- > feature that is not working. I am pretty sure the problem is with setting
- > up the account on my iPAQ.
- >
- > I need to know if there is something that can be done in setting up the
- iPAQ
- > e-mail account in order solve my problem. I have checked and double
- checked
- > the ISP addresses and settings and can only assume that I am missing
- > something in how the iPAQ "in-box" e-mail account is set up. The iPAQ
- > h2215 has Bluetooth on board, but I don't use it and believe I have it
- > turned off. Could Bluetooth settings be involved in some way? I suppose
- > not.
- >
- > Is there a box in the Pocket PC e-mail account set-up procedure that I
- need
- > to check or un-check? I think I have tried all of the obvious
- combinations.
- > I have contacted the support people at my ISP and they have no solutions.
- > Hewlett Packard spent hours with me on their chat type support service and
- > that didn't help at all. Microsoft won't talk to me unless I pay them. I
- > am really stumped.
- >
- > I am going on a trip soon and want to use my iPAQ e-mail feature while I
- am
- > away. I would be very thankful to receive some help with my problem.
- >
- >