

## HP 2215 Inbox trouble.

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**From:** retdean (*steiner\_richard\_at\_hotmail.com*)

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I posted this request a few days ago, but no one replied. I will try again.  
I sure could use the help.

I have been having a problem with the Pocket PC 2003 "Inbox" feature in my Hewlett Packard iPAQ 2215 since I got the thing a few months ago. I have sought help everywhere I can think of and not found a solution.

I am using a Compactflash Modem and connecting to a very reliable dialup ISP.

The problem is one of connecting to my ISP POP3 e-mail account in order to send and receive messages using "Inbox". I easily connect to my ISP using the same codes, passwords and protocols that I use with my desktop PC. The setup, server information and connection information that I have put into my iPAQ is properly applied. I have checked that with my ISP and I can open Pocket PC IE to browse the Internet, update AvantGo and send and receive my HotMail. My iPAQ is obviously connected to the Internet. It is the INBOX feature that is not connecting to my ISP e-mail account.

Here is what happens:

I connect to the Internet through my ISP, open the "Inbox" program, write a message and tap the SEND button. At that point the ACCOUNT PASSWORD SCREEN appears on my iPAQ. That screen asks me to enter my password. I do that properly and the only thing that occurs is the return of the same screen-over and over again. There is no connection to my e-mail box. I cannot send or receive e-mail. At this point Inbox is useless to me. Is there something that I should know in order to make my ISP setup protocols work with my Pocket PC Inbox program?

I would really like to use INBOX and not have to work around the problem with HotMail or Mail2PDA.

I have contacted my ISP and they do not support PDA programs. Even though they have confirmed the accuracy of my connection protocols they are really no help after that. I have contacted Hewlett Packard and they blame the ISP and Microsoft. I have gone to the Windows Mobile help (support) site and I

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have found nothing that I have not already tried.

I am sorry this posting is so lengthy, but I wanted to provide all of the information I have about my problem in the hope that someone can help me? I posted a similar request for help here in this group several months ago, but nobody had an answer. I am really discouraged. Help! Help! Help!