# h12 email server connection methods

H12 is our main mail server, this server support the following connection method.

### WebMail

• Open https://sxl.net/app > click on WebMail, login with your email address and password

## **Incoming Mail Server**

• Read this first » what are pop3 and imap which one should i use

### POP

server name: h12.hksx.com
port: 995 SSL/TLS « Try this first
port: 110 No-SSL

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#### **IMAP**

• server name: h12.hksx.com

port: 993 SSL/TLSport: 143 No-SSL

### **Outgoing mail server**

### **SMTP**

- server name: h12.hksx.com
- port 465 SSL/TLS « Try this first
- port 587 STARTLS or No-SSL « second choice
- port 25 STARTTLS or No-SSL
- port 2525 STARTTLS or No-SSL

### **Common Problems**

- Before setup, please try to login WebMail once, to make sure your email address and password are correct!
- If connection failed, but it ask for password, it means your password is wrong.
- If connection failed, but it does not ask for password, it means it is a connection problem, please try other connection methods (SSL/STARTTLS/No-SSL, etc)

# Why are there so many connection methods? Which one should I use?

- Most people should try the SSL/TLS connection first. This method should work for 99% of modern devices.
- Some country/state/company firewall blocked one or the other ports. Some software/device/versions has bug in one
  or the other connection methods. That's why people invented different workaround methods. Please try other
  methods if SSL does not work for you.

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