

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: 993 SSL/TLS « **Try this first**
- port: 110 No-SSL

IMAP

- server name: h12.hksx.com
- port: 995 SSL/TLS
- port: 143 No-SSL

Outgoing mail server

SMTP

- server name: h12.hksx.com
- port 465 SSL/TLS « **Try this first**
- port 587 STARTTLS 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 error message was shown, please try to read it or send it to us.
- If connection failed, but it ask for password, it means your password is wrong. (use copy-and-paste, do not type)
- If connection failed, but it does not ask for password, it means it is a connection problem, please try the other connection method (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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