

hello

i have a problem with the reader.

after installing software and searching for dongle it goes to 30% and then he is saying that the dongle in not found.

i used windows 10 windows 8 windows 7 and windows xp 32 bit but it is all the same.

can you help me??

thanks



hello

i still have a problem with the reader.

after installing software and searching for dongle it goes to 30% and then he is saying that the dongle in not found.

i used windows 10 windows 8 windows 7 and windows xp 32 bit but it is all the same.

can you help me??

thanks



Summer Song

2016-11-23 22:15

Hi dear Peter

Sorry to reply you so late

The engineer reply my question today, you should set the com port, the com port in the software should be the same as device manager

Can you plz try it and let me know result?

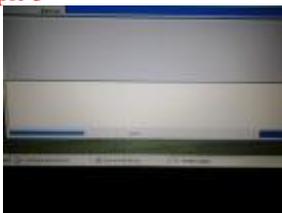
Thanks in advance

Regards

Summer



pic 3



Me

2016-11-23 22:28

pic 2



Me

2016-11-23 22:28

pic 1



Me

2016-11-23 22:28

Hello

i already did that  
here are some pictures.

Summer Song

2016-11-23 22:39

Thanks for your information, i will ask the engineer again, plz wait

Summer Song

2016-11-23 23:24

Hi dear, did you connect the car? if year, what car model and year you worked with? and did you try others?

yes i connected it to my car with the same result.  
it is a Renault grand scenic 2.0 type 2 year 2004.

and what do you mean with "try others"?

Summer Song

2016-11-24 00:29

Hi dear Peter

I mean did you work with other car models?

I will hand information to the engineer

Regards

Summer

Summer Song

2016-11-24 00:46

Can we do remote check dear? prepare for car and chat on skype: obdtool2

i have only one car, i am not a mechanic .  
and i have no skype.

and my obd2 connection in the car works properly because i have a obd2 ELM327 V2.1 OBD2 OBD 2 II USB Auto Diagnostic Tool with EOBD Facile software so i can read and reset my ECU and this works perfect

Summer Song

2016-11-24 01:52

can we do remote check dear?

Hello Summer,

i am very sorry that i not answer you.

i had a call from my boss and i had a emergency trip to Italy. ( i am a truck driver )

i have installed TeamViewer on the laptop and connected all to the car so you are able to check and try to see what the problem is remotely  
please let me know if this is ok for you and when you have time to do it .  
Team Viewer ID : 472 096 \*\*\*  
Password : 123456789

Greetings Peter

Summer Song

2016-11-27 17:54

Hi dear Peter

Thanks for your reply.

Can we chat on skype? our skype: obdtool2

We try to enter into your computer, system told us you did not run it

And also can you plz prepare for one model ?

Thanks in advance

Regards

Summer

hello Summer

the computer was off-line because i was working.

i am just back at my home from a 14 hour shift and it is here 7 o'clock in the morning.

the computer is on-line on this moment and i am going to sleep because i have to go to work within 7 hours.

Summer Song

2016-11-27 22:36

hi dear Peter

The system told us your teamviewer is the newest one, but we try to update it, our system told our version is the newest one,

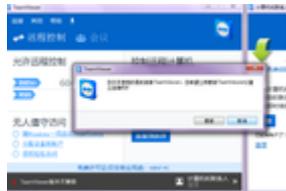
can you plz tell us what version of your teamviewer?

one more important question:

did you prepare for the car?

Regards

Summer



teamviewer version 12 beta.

the reader is in the usb port laptop and also in odb2 connector

Summer Song

2016-11-27 23:03

one more important question:

did you prepare for the car?

i really dont know what you mean with "did you prepare for the car?"

Summer Song

2016-11-28 00:33

Hi dear Peter

The engineer want to check the device by teamviewer, but need you connect the car, it is ok for you?

Regards

SUMmer

it is already connected to the car for almost 3 hours and waiting for you to check

Summer Song

2016-11-28 01:32

Thanks Peter , we had sent message to the engineer, they told me they can not enter into V12 version teamviewer can you change to V11, thanks in advance

teamviewer 11 done

Summer Song

2016-11-28 01:59

OK, Wait Peter , we had sent message to the engineer

Summer Song

2016-11-28 02:20

hi dear Peter did you try other computer ?

yes 3 laptops with all the same result.

i am disconnecting the reader now because my wife needs the car and after that i need the car to go to my work

tomorrow a new day

Dear Summer

and what is going to happend now??

greetings Peter

Summer Song

2016-11-29 19:32

Could you plz return it back we will ask the manufacture check it dear? thanks very much dear, we are honest seller, so we will solve problem for you

yes, that is no problem, how you want to do it?

Summer Song

2016-11-30 01:04

could you plz return it by post?

yes is no problem.

and how do you prefer to pay me € 24,30 for sending the package back to China?

i can give you my bankaccountnumber or you can transfer it on my paypal account.

Summer Song

2016-11-30 01:14

can you plz return by cheapest way and with tracking number dear? how much

i wil go to the post office and ask if it can be sent in a envelope.

if they accept that than it wil cost arround € 16,50

Summer Song

2016-11-30 01:50

hi dear, what is your idea about it ?

I was at the post office and it can be sent in an envelope as mailbox mail and with track and trace it will cost € 16,50 so i don't know if it is cost effetely for you to let me send the reader.

Summer Song

2016-12-01 02:21

Hi dear Peter

Thanks for your information, can we refund you 60% of the order, and you dont need to return back, we can get the agreement?

so, it cost me € 9,12 to get nothing?

i don't think so.

there are only 2 options:

you sent me a working reader of a full refund

Summer Song

2016-12-01 03:00

ok dear, we will resend you new one

Hello Summer,

Thank you, you are really a trusted seller.

I am sorry that I was so short and direct with my demands.

The reason for that was that I bought a year ago a smartphone in china and that costed me more than 200 dollars because he send me an old used phone whit a broken display. And I've sent it back on my own cost and then he said that I returned a phone he didn't send me.

I hope you accept my apologies.

Greetings

Peter

and is there an possibility that you test the reader before shipping so we know that it is working properly ?

Summer Song

2016-12-01 03:33

Hi dear Peter we have QC test before ship out

Hello Summer,

After al that time i didn't receive a tracking number so I couldn't track the new delivery .

Did you sent the replacement and with what tracking number ?

Summer Song

2016-12-23 00:43

Hi dear Peter

Sorry, I asked the shipping company, the packge returned to us, we will ship out again and send you new tracking number

Regards

Summer

I am still waiting ( for 2 weeks now) and no news from you.

I start to believe that you are fooling around with me.

Convince me that I am wrong before I put a official complain at Aliexpress

Summer Song

2017-01-06 02:19

Hi,dear Peter,

Sorry for the problem,and just as summer ask a leave,and I will have a check of the details of the order,please wait some time

?Thank you for your best understanding.

Regards

yes i wait

until 2017-01-08

and after that it is done

Summer Song

2017-01-09 02:41

Thank you,,dear,how about give you a reply at 12th?

Summer Song

2017-01-12 22:19

Hi dear Peter

I am back to work

Sorry for giving you inconvenience about it

Can you plz tell us your idea about it?

Regards

Summer

Well,

You refuse to sent me the item so just give me a full refund

Summer Song

2017-01-15 19:31

Can we do it by paypal dear?

yes, no problem

my paypal account is :

\*\*\*\*\*@\*\*\*\*\*.nl

Summer Song

2017-01-17 01:41

Hi dear, can you open dispute on aliexpress?

please, do not try to kiss my ass with "my dear"

i am totally done with you

i am going to tell YOU what is going to happen right now.

DO NOT send me a replacement and do NOT give me my money back

Now it is my time

Because you are a shit dealer only to make money but no responsibility to the buyer , just like the Chinese asshole where i bought a phone ( are you family?) , you get the same treatment.

And do you know what your words are to me???????

These are your words

*Could you plz return it back we will ask the manufacture check it dear? thanks very much dear, we are honest seller, so we will solve problem for you*

**BULLSHIT**

**YOU ARE NOT**

But no problem

Now it is my party

I paid more than 22 euro's to be happy and I am going to be happy, one way or the other.

I placed our complete conversation on my website [www.mudbusters.nl](http://www.mudbusters.nl) so everybody can see you're a shit seller. And this also comes on my wife's Facebook and she has friends all over the world really all over the world.

And I will place it on all the other social media .

Have a nice new year ( NOT )