

Super MB Star FAQ

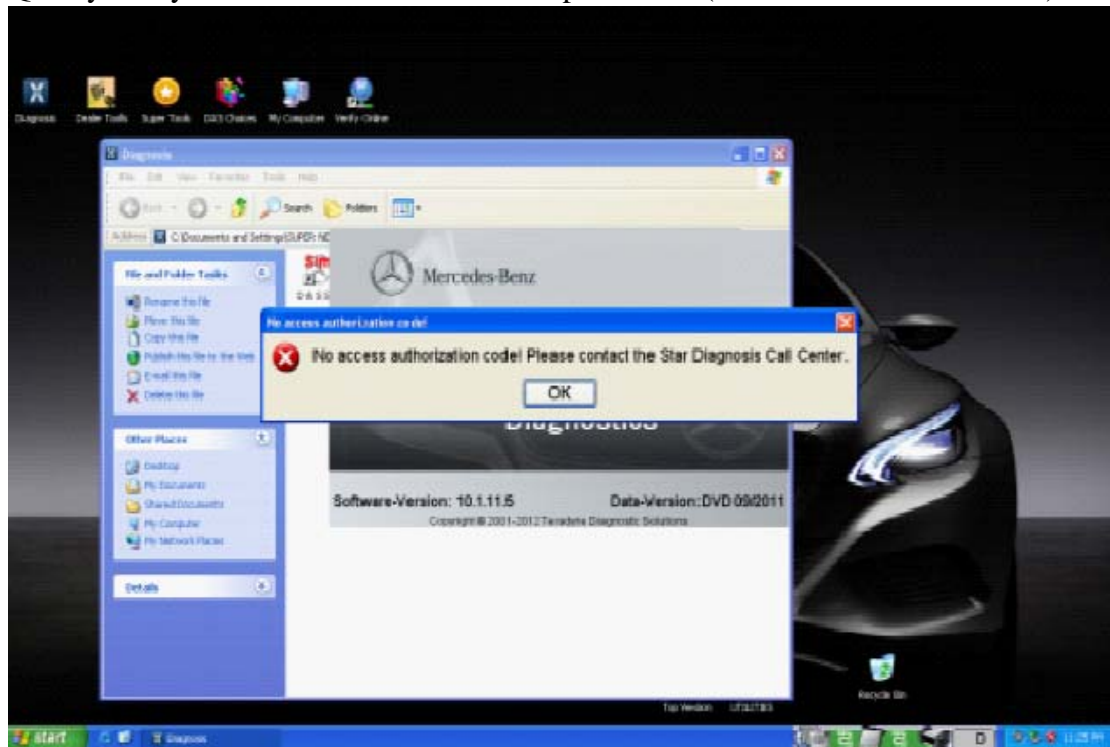
Install:

Q: Why the system displays that the computer can not communicate with comport2(removable disc)?

A: The computer com connector should be set as com port1.

Activation:

Q: why the system hints that i have not the permission("No access authorization")?

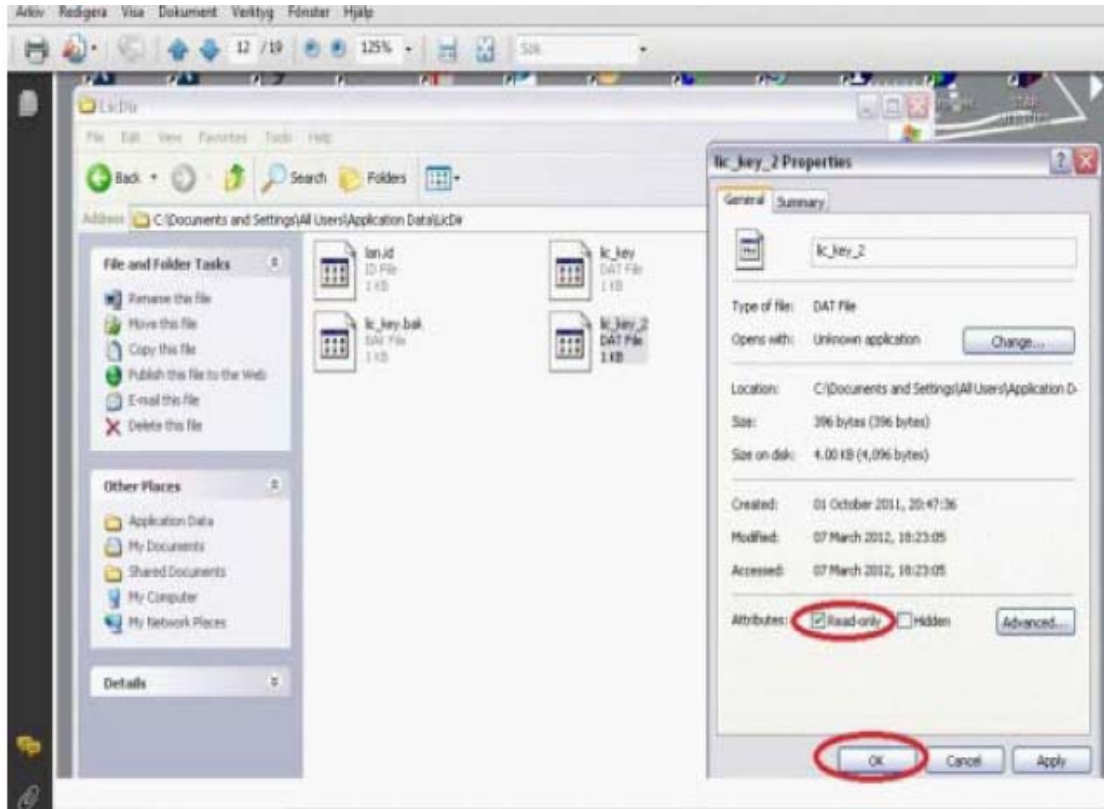


A: Because you do not activate the software or do not activate well. Pls offer the ID to our customer service for activation.

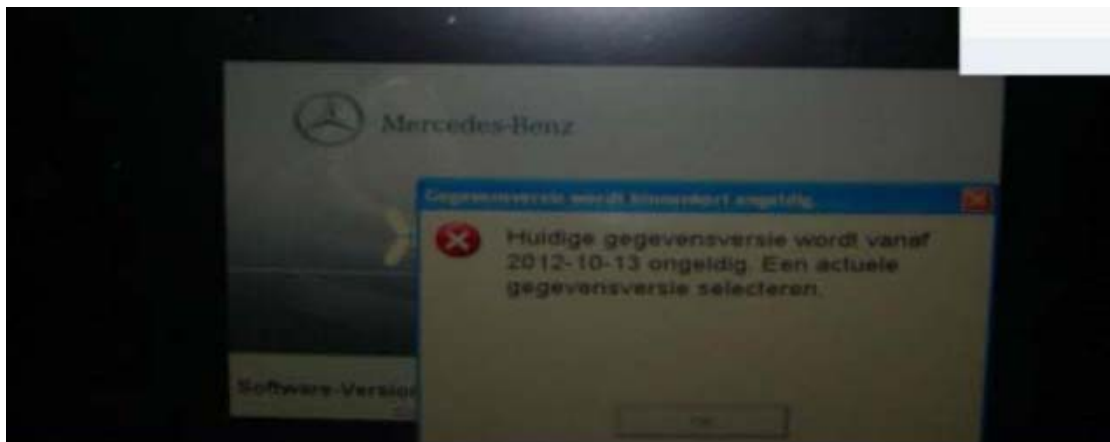
Attention: As our customer service give you star key pls **copy** key to the right place and do not enter by yourself. Because the letter "o" and the number "0" is not easy to distinguish them and easy to make mistakes(and star key is too long to make mistakes).

Q: All the system is activated but every time i reopen the software, the system all hints that reenter star key.

A: Entering star key and then click "save", then set as following:



Q: System hints the software is out of date?



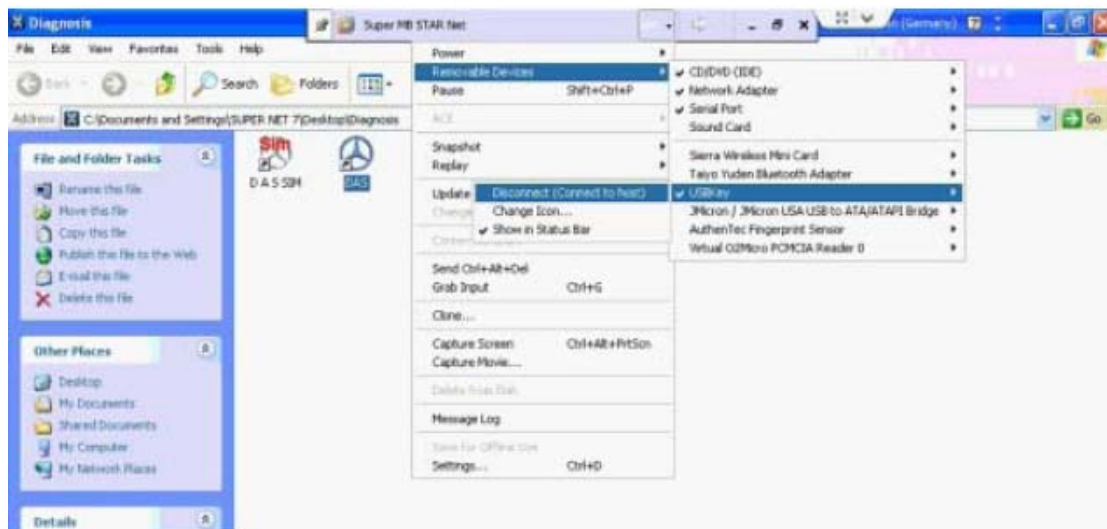
A: Method 1: pls offer the new HW-ID, Lan-id again and then we will activate it again.

Method 2: Change the computer time as the software time which means if your software time is 2012.05, then you should change your computer time between 2012.05.01 and 2012.05.31.

Q: My Super MB Star 2012.07 version removable disc, why hints that not found USB("Super MB STAR Dongle not found! Please insert the USB Dongle!") when run DAS?



A: Pls click "vm" and check usb.



Update

Q: I get lost my update code

A: Step 1: offer our customer service the device serial number: SUP2012C24ER

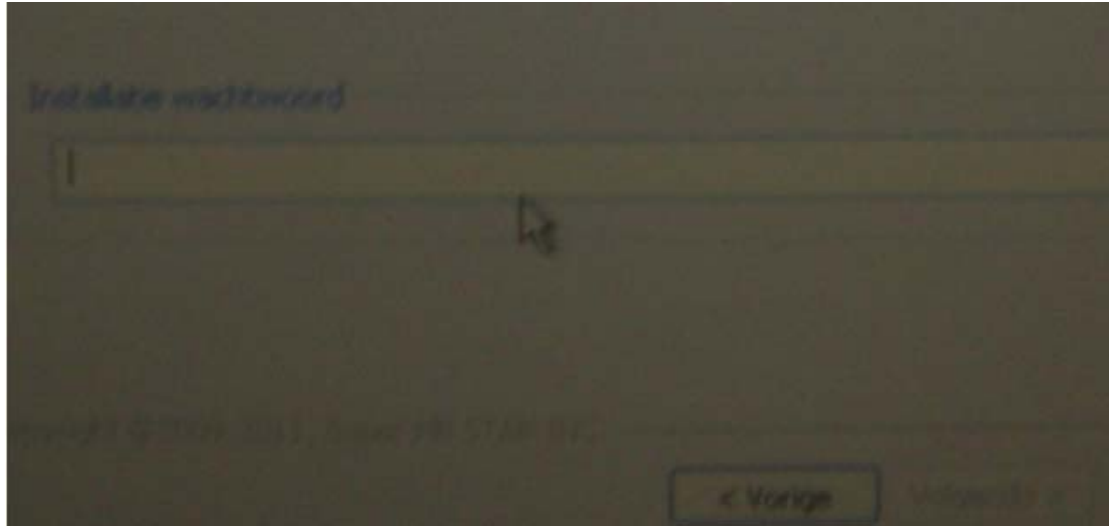
Software version: v2011.09

Disc format: mobile disc

Then our engineer will affirm them and then help you to find the code:

SUP2012C24ER	00012043	EN
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Q: I download the update software from supermbstar official website but when install it the system hints that needs code as following:



A: You can try to enter these following two codes: 123133322 and updatenow

Q: Can it do scn coding and what's the fee?

A: Yes, it can do scan coding online, 150.00 USD for one time.

Q: What is the update fee after one year?

A: It is 300.00 USD for one year and 50.00 USD for one time.

Q: Can it repair SBS?

A: Yes.

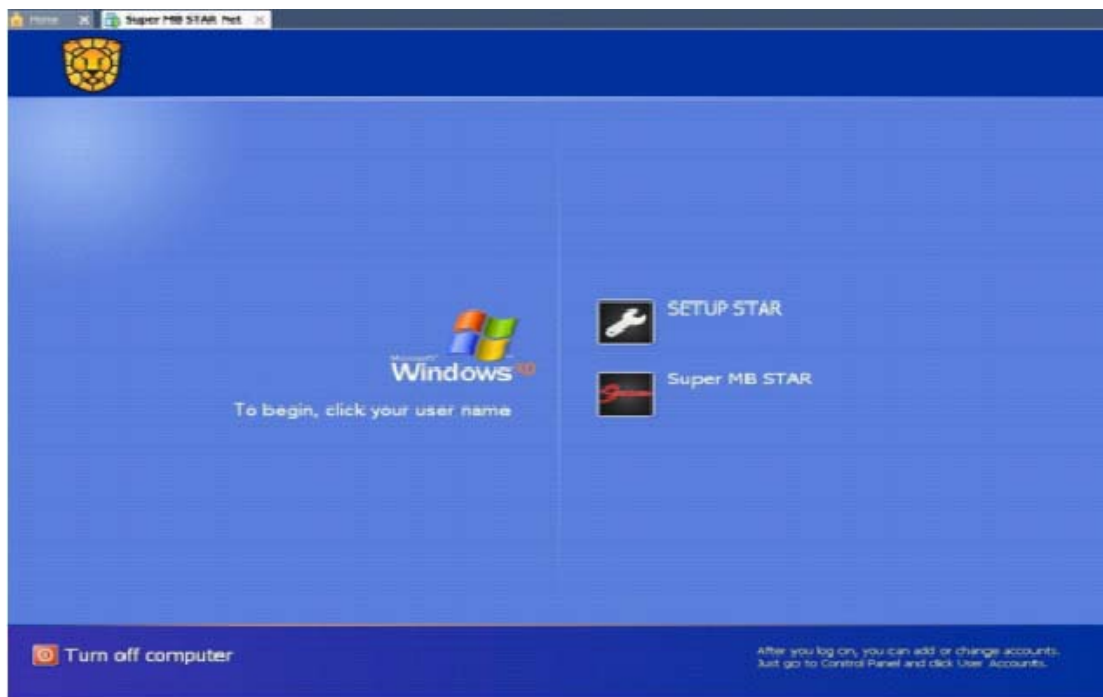
Q: Does it have SD MEDIA?

A: No. There is no SD MEDIA in the disc. There is no SD MEDIA for late Mercedes official release either and it is the additional separate disk. You can download it from supermbstar official website but the file is a little big.

Q: DAS, WIS.NET,EPC.NET,Staruilities all work but the the system hints the drive do not have developer model?

A: Pls access DAS, then press F2 F2 F2,click cars, press F2, and then you can see it.

Attention: Pls do not click "setup star" as this is for engineer.



What is the difference between best quality mb star C3 (item no:sp117), ordinary mb star C3/red connector(item no:sp45-f),and super mb star c3(item no:sp45-b)?

1. **Host:**The quality of best C3 and super mb star C3 are better than ordinary C3; if you would like to do cars and trucks at the same time, we recommend best quality C3 and super mb star.

2. **Software Version:**

Best quality C3:2013.1

Ordinary mb star C3:2013.1

Super mb star:2012.11

3. **Update Mode:** best quality c3 and ordinary c3: update by hard disk. Super mb star: update on the internet.

4. **Hard disk format:**

Best C3:

DELL D630: 2013.1

T30: 2013.1

External HDD: 2013.1

Ordinary c3:

External HDD:2013.1

Super mb star c3:

External HDD:2012.11

DELL D630 HDD:2012.11

T30 HDD:2012.11

5. **SCN coding:**only super mb star can do scn coding.

