

RE: I Have Your Hacked Armadillo Phones/Please Contact Me For Return

Nikon <Nikon@precisionphotography.live>

Fri 6/2/2023 1:58 PM

To: Kelaghn Noy <kelaghn.noy@armadillophone.com>

Cc: operations@armadillophone.com <operations@armadillophone.com>; sales@armadillophone.com <sales@armadillophone.com>

 1 attachments (2 MB)

Binder1.pdf;

Aloha, Mr. Noy...

This email is from Mr. Ricardo Finney in Hawaii. I am trying again to connect with you to address my hacked encrypted cell phones. I attempted to send the phones back to you via DHL but no one picked them up from Canadian Customs, although you said you would..

I've written you several times with no reply, called and sent texts to your listed personal number. I received a text back from someone stating your number is incorrect. I've called your office, left voicemails and posted information at your website. In each case I asked for a return call or email and have never received a response. Please reply to this email to verify I am not being blocked from reaching you. Please call me at 808 255-9701

Best Regards,

Ricardo

From: Nikon <Nikon@precisionphotography.live>**Sent:** Friday, October 7, 2022 5:23 PM**To:** Kelaghn Noy <kelaghn.noy@armadillophone.com>**Cc:** support@armadillophone.com <support@armadillophone.com>; sales@armadillophone.com <sales@armadillophone.com>; operations@armadillophone.com <operations@armadillophone.com>**Subject:** I Have Your Hacked Armadillo Phones/Please Contact Me For Return

Aloha, Mr. Noy...

No one picked up your phones. I had them returned to me so the high value (\$3639.00 US) items would not be destroyed. I called your listed phone number to speak about this but couldn't because you? someone? answered but then quickly hung up. I called back and left you a voice message and text at the number you list.

I attached photos of my contact attempts and of the return shipping box for your reference. Please contact me right away to arrange returning your devices. I will attempt to make contact through you website. Standing by for your contact.

Best Regards,

Ricardo Finney
(808) 255-9701
nikon@precisionphotography.live
depth99@protonmail.com**A person answered Mr. Noy's listed phone number but immediately hung up**

From: Nikon <Nikon@precisionphotography.live>**Sent:** Wednesday, August 10, 2022 2:35 PM

To: Kelaghn Noy <kelaghn.noy@armadillophone.com>
Subject: Re: Phones Returned

Hello, Mr. Noy...

No reply received.

Thank you for your reply. Again, both phones are with Canadian Customs who is awaiting your contact. When will you pick them up?

Thank you.

Ricardo

From: Kelaghn Noy <kelaghn.noy@armadillophone.com>
Sent: Wednesday, August 10, 2022 11:45 AM
To: Nikon <Nikon@precisionphotography.live>
Cc: operations@armadillophone.com <operations@armadillophone.com>
Subject: Re: Phones Returned

As a sign of good faith I'm going to add 3 months free service to both devices to help make up for any issue you had. We like to make sure we keep our customers happy.

--

Kelaghn Noy
t. 888-861-4332 ext 100
m. 604-318-0348
Founder and CTO
kelaghn.noy@armadillophone.com

**This was the last response I received
from Mr. Noy if it was actually from him.**

[https://es.sonicurlprotection-sjl.com/click?](https://es.sonicurlprotection-sjl.com/click?PV=2&MSGID=202208102145418759424&URLID=10&ESV=10.0.19.7431&IV=B6813C27A4E9507B93E41A0BA7689E0F&TT=1660167943170&ESN=VzWVpJm2A7qjr%2F0z%2BuVFWwpe1WV0s1hDneJriEj%2Be3g%3D&KV=1536961729280&B64_ENCODED_URL=d3d3LmFybWFkaWxs3Bob25ILmNvbQ&HK=9AE7CE6258105037415AF70607D5EDB728EEB0ED8ED826666F262A79DF9032A4)

https://es.sonicurlprotection-sjl.com/click?PV=2&MSGID=202208102145418759424&URLID=10&ESV=10.0.19.7431&IV=B6813C27A4E9507B93E41A0BA7689E0F&TT=1660167943170&ESN=VzWVpJm2A7qjr%2F0z%2BuVFWwpe1WV0s1hDneJriEj%2Be3g%3D&KV=1536961729280&B64_ENCODED_URL=d3d3LmFybWFkaWxs3Bob25ILmNvbQ&HK=9AE7CE6258105037415AF70607D5EDB728EEB0ED8ED826666F262A79DF9032A4

On Wed, Aug 10, 2022, at 2:35 PM, Kelaghn Noy wrote:

Hi Ricardo,
I have spoken with DHL yesterday.

**Mr Noy indicates he contacted DHL
DHL has no record of contact
No one picked up the phones**

You only needed to return 1 phone. Per my earlier email if you were unable to enter the correct password, you can erasenitnby entering the wrong password 25 times. In either case we'll be happy to take a look at why your other device seemed to have a problem.

--

Kelaghn Noy
t. 888-861-4332 ext 100
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Founder and CTO
kelaghn.noy@armadillophone.com
[https://es.sonicurlprotection-sjl.com/click?](https://es.sonicurlprotection-sjl.com/click?PV=2&MSGID=202208102145418759424&URLID=8&ESV=10.0.19.7431&IV=2A465AC8292E90ACC10BB6B70577807C&TT=1660167943170&ESN=HcDYL8cVWJkN%2B34Vz7yB138WNS2triuBJiTLGt12S9U%3D&KV=1536961729280&B64_ENCODED_URL=d3d3LmFybWFkaWxs3Bob25ILmNvbQ&HK=358784EBC033B544D779EB0ACDE0A1B2FE5B214FF4395F361453396EAE0EF12E)

https://es.sonicurlprotection-sjl.com/click?PV=2&MSGID=202208102145418759424&URLID=8&ESV=10.0.19.7431&IV=2A465AC8292E90ACC10BB6B70577807C&TT=1660167943170&ESN=HcDYL8cVWJkN%2B34Vz7yB138WNS2triuBJiTLGt12S9U%3D&KV=1536961729280&B64_ENCODED_URL=d3d3LmFybWFkaWxs3Bob25ILmNvbQ&HK=358784EBC033B544D779EB0ACDE0A1B2FE5B214FF4395F361453396EAE0EF12E

I indicated I returned the phones that were never picked up from Canadian Customs

On Wed, Aug 10, 2022, at 2:20 PM, Nikon wrote:

Hello,

I was unable to resolve the phone problem. I returned the phones to you via DHL. They have been with Canadian Customs since 8/3/22. According to DHL on my end, Canadian Customs has been attempting to reach you or Mr. Noy by phone at your business numbers and his cell phone since 8/3/22. They have called repeatedly. No one answers any of the numbers called.

DHL explained your Customs needs documentation from you to release the shipment. They need a Power Of Attorney, the reason for the return (which I explained to you) and proof of export from you.

Please contact your Customs without delay. DHL gave me 888 853-1845 as their contact number for questions, reference DHL shipment #43 1459 3054.

Please confirm you received this email notice. Please advise when you have the returned phones in hand. Thank you.

Best Regards,

Ricardo Finney

DHL indicated they had no record of contact from Mr. Noy. No one came to Customs to get the phones

From: Kelaghn Noy <kelaghn.noy@armadillophone.com>

Sent: Tuesday, July 26, 2022 3:31 AM

To: Nikon <Nikon@precisionphotography.live>

Subject: Re: Request For Support/Phone Problems

Hello,

For your device which you cannot unlock: I sent you 2 new licenses you can use one of them to reprovision your device after wiping via 25 wrong passwords as instructed.

For the device that is hanging: we have never seen a similar error out of thousands of devices shipped. If your unable to resolve it, please send it back to us, we'll take a look and resolve it:

Pacific Research Alliance
68 Smithe St
#1810 Buzzer 5361
Vancouver
Canada
V6Z 2W1

Cheers,

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If the reply is authentic the company indicates they have never seen an error of the type I encountered

Kelaghn Noy
 t. 888-861-4332 ext 100
 m. 604-318-0348
 Founder and CTO
kelaghn.noy@armadillophone.com
https://es.sonicurlprotection-sjl.com/click?PV=2&MSGID=202207261331467934955&URLID=5&ESV=10.0.18.7423&IV=9BDB666B381138B425B0CCEEA902D241&TT=1658842309034&ESN=pSyjKK8AurgpK8u9Bbf30fWP64uUQmNqUIP8aDOtRd0%3D&KV=1536961729280&B64_ENCODED_URL=d3d3LmFybWFkaWxs3Bob25lMnNvbQ&HK=968395C9E714C1497A811BA89B18E6AB58452F0155A7711242E92F9A665E97E7

On Mon, Jul 25, 2022, at 12:43 PM, Nikon wrote:

Hello,

I just tried a connection in your webpage chat. No one responded again. See the attached screen shot. I then called your support number again. No one answered. I left a voicemail asking for a technician to get back with me for assistance resolving my phone problem. The lack of responsiveness at all these levels is odd.

No response to my entries in company chat
 No reply to my repeated phone calls.

Standing by for a reply from you or someone else at Armadillophone to resolve the phone problems and for your reply to my email sent just prior to this one. Thank you for your time.

Ricardo Finney

From: Nikon <Nikon@precisionphotography.live>
Sent: Monday, July 25, 2022 8:00 AM
To: Kelaghn Noy <kelaghn.noy@armadillophone.com>
Subject: Re: Request For Support/Phone Problems

Hello,

Ill explain the problem with the Enterprise phones and the problem with contact one more time for clarity. One phone will not advance past a set up screen that reads phone setting up which has run more than 10 minutes with no change. See the screen shot I sent previously. This appeared after the first time I turned the phone off and back on after it was operational. I dont understand the why the solution for this problem wasnt explained in your reply like you explained about the password issue and since I had attached the same screen shot and explanation. The problem with the phone setting up cycling remains. Entering the wrong password 25 times doesnt fix the problem with this other phone that keeps

I explain the problem with the phones again

repeating the same notice without advancing. A replacement license wont do me any good for the phone when it is frozen in a perpetual cycle and wont advance.

For the second phone I did not forget (repeat) did not forget my password or enter the wrong one. The phone will not accept the correct one I enter. You asked me to contact support in Armadillo chat. I cant do that if I dont have an operable phone.

I entered contact requests into your website chat again this morning at 10:49 a.m. your time and again did not receive a reply. Please see the screen shot. I tried several times last week at your site during business hours and did not receive a reply.

I called your support line again today at 11:07 a.m. and received the same voice mail response. I left another voice mail asking for someone to call me back. No one has called. I called several times last week during business hours. i did not receive a reply and left requests to call me back. No one called.

I wouldnt keep calling if someone answered the phone or call me back, or respond at your website chat. Please have a representative to call me today at 808 255-9701 since I cannot get a reply otherwise and I cannot use Armadillo chat.

Please clear up something for me. The phone number listed in your email is 604-318-0348. I assume it is offered to the public/customers to be called, otherwise it would stay private. I called the number seeking help, asked for you and was told by a person that I had the wrong number. I sent a text and received a personal reply Sorry this is wrong number. Please note the screen shot. Today your listed number remains 604-318-0348. Is 604 318 0348 your correct contact number or the wrong contact number?

Cheers,

Ricardo

From: Nikon <Nikon@precisionphotography.live>
Sent: Monday, July 25, 2022 6:38 AM
To: Kelaghn Noy <kelaghn.noy@armadillophone.com>
Subject: Re: Request For Support/Phone Problems

Hello...

I keep writing emails because I am not getting answers. One of my phones will not advance past a phone setting up screen. You did not address that one. I cannot reset the

I ask for clarification about Mr. Noy's phone number I did not get an answer

I explain I keep writing emails because I could not get answers

phone. I did not forget the password. The phone won't accept it. I keep trying your chat several times and no one replies. I call your phone line and no one answers. How do I get this fixed?

Ricardo

From: Kelaghn Noy <kelaghn.noy@armadillophone.com>
Sent: Sunday, July 24, 2022 2:37 PM
To: Nikon <Nikon@precisionphotography.live>; support@armadillophone.com <support@armadillophone.com>
Subject: Re: Request For Support/Phone Problems

Hi Ricardo,
As I explained in my previous email, spamming all our support channels repeatedly is disrespectful and annoying . It will not get your problem resolved any faster, especially on a Saturday and Sunday night.

I'm glad you found the licenses.

If you forgot your password, you can enter the wrong password 25 times by default to wipe it. I'll have 2 replacement licenses sent over later tonight you can use to provision your devices again. Please make sure to remember or write down your password.

In the future, please contact support on Armadillo Chat to get your issue resolved most quickly, as I've requested previously.

Cheers

--

Kelaghn Noy
t. 888-861-4332 ext 100
m. 604-318-0348
Founder and CTO
kelaghn.noy@armadillophone.com
https://es.sonicurlprotection-sjl.com/click?PV=2&MSGID=202207250037285150638&URLID=2&ESV=10.0.18.7423&IV=B20D2041EC0B6B53695D489817D26EDE&TT=1658709449946&ESN=2uX8I8TkK%2FUHSAeUdl9xTUNM6ARis hpdkvw1h6sgA9k%3D&KV=1536961729280&B64_ENCODED_URL=d3d3LmFybWFkaWxsb3Bob25lMnNvbQ&HK=92278826050F11F302FC7A352F3ACBBBC16D76FD6AB6EA5217FC7B47BAF2B03C

On Sun, Jul 24, 2022, at 8:50 AM, Nikon wrote:

Hello,

I continue trying to get your response to my request for help with my two Enterprise Armadillophones. As I noted previously, neither device is operable. I need your technical help to get them functioning. In addition to sending emails, Ive called your support phone line and left voicemail requests for help and Ive sent several messages through your website help page and chat portals asking for contact.

Please reply to this email or call me at 808 255-9701 today. Standing by for your contact. Thank you for your time.

Respectfully,

Ricardo Finney
Kapolei, Hawaii USA

From: Nikon <Nikon@precisionphotography.live>
Sent: Saturday, July 23, 2022 7:57 AM
To: support@armadillophone.com
<support@armadillophone.com>;
operations@armadillophone.com
<operations@armadillophone.com>
Cc: Kelaghn Noy
<kelaghn.noy@armadillophone.com>
Subject: Re: Request For Support/Phone Problems

No reply received.

Hello..

I just attempted to reach you in chat seeking assistance to get my new phones working but did not get a reply. In yesterdays chat session Micheal responded one time advising me to send a message or use the contact page which I did. I assume the response was automated because I didnt get a reply after the entry. Oddly, his reply did not appear in chat on my end although it shows in the transcript. I attached a copy of the chat transcript from yesterdays session.

As I noted earlier, I tried to reach you again today in chat and by phone with no success. Again, oddly the reply I see from Armadillo support advising all customer support agents are busy, please leave my phone number, etc. did not appear when I was online in chat, yet it appears in the chat transcript. I attached a copy of todays chat transcript.

Any idea why Im not seeing your reply in my chat panel and how to resolve the problem?

Please get back to me to assist with my phone problems. Standing by. Thank you for your time.

Respectfully,

Ricardo Finney

From: Nikon

Sent: Saturday, July 23, 2022 6:36 AM

To: support@armadillophone.com

<support@armadillophone.com>

Cc: Kelaghn Noy

<kelaghn.noy@armadillophone.com>; Arnold Phillips

<atp@atphillips.com>

Subject: Request For Support/Phone Problems

Hello,

This is Ricardo Finney in Hawaii. I'm having trouble with my two new Armadillophone Enterprise phones and need your help. After setting up one phone using its SIM card, I reached the app page and other pages and was able to adjust some settings. But after a restart the phone won't progress past the "phone setting up" screen. I've shut down and restarted four times with no change. I've waited 5-7 minutes expecting the phone to advance, but no change. The phone stays frozen with the phone setting up notice showing with a moving red line underneath the words. I attached a screen shot of what appears.


For the second phone, I got as far as attempting to confirm the phone access password I set up. After entering a phone access password as part of the setup process, I advanced to the page requiring password confirmation. I entered the correct password four times. Each time it was rejected. I shut off the phone intending to start over again but the phone now requires a password to advance. I entered the password I invented but the phone won't accept it.


I will try to reach you through the chat portal. If you do not connect with me, please call me at 808 255-9701 to advise. Thank you.

Respectfully,

Ricardo


**Cyber criminals
hacked and
disabled both
cellphones.**

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Attachments:

- 1.JPG

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