



WEB EDITION  
VOLVO ON CALL





## DEAR VOLVO OWNER

Thank you for choosing Volvo On Call.

This document describes the functionality of the system, Volvo On Call. An active subscription is required to operate the system.

Best regards

Volvo Car Corporation

The specifications, design features and illustrations contained in this supplement are not binding. We reserve the right to make modifications without prior notice.

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# 01

VOLVO ON CALL





## Introduction

### General

The Volvo On Call system (herein referred to as VOC) is linked to the car's SRS and alarm systems. See the owner's manual for the car for information about these systems. The car has a built-in GSM module for communication between the car and VOC's services. The map on page 16 shows the countries where the system is available. Contact your Volvo dealer (see page 17) for current information, since the map may change. VOC is a supplementary service that you subscribe to as a customer. The subscription consists of safety, security and comfort services, and their availability is market dependent. Contact your Volvo dealer for information on which of these services are applicable in your country.

### Availability

Once the remote key has been removed from the car the VOC system functions are available continuously for 3 days and then once per hour during the next 11 days.

### WARNING

The system only works in areas where VOC's partners have GSM coverage and in the markets where the Volvo On Call service is available.

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.

### Subscription

A subscription is initiated in connection with the purchase of the car and the VOC system being activated. The subscription has a time limit but can be extended, and validity is market dependent.

### Transfer of ownership of a car with Volvo On Call

In the event of a change of ownership of the car it is important to change the owner of the service.

### Closing the VOC service

Contact a Volvo dealer in the event of a change of ownership in order to close the VOC service.

### Starting the VOC service

It is very important that the VOC service changes owner so that the previous owner's

ability to use services in the car is stopped. Contact a Volvo dealer in the event of a change of ownership.

### Comfort Services

- **Volvo On Call mobile application** - As a Volvo On Call user you have access to a mobile application that enables you to maintain contact with your parked car via an iPhone, Windows Phone or Android phone. You can locate the car, remotely lock the car, remotely start the heater, view information on fuel level, and a lot more besides. For more information on the Volvo On Call app, see page 7.
- **Remote heater starting by text message** - Cars fitted with a fuel-driven engine block heater and passenger compartment heater in combination with VOC offer the same settings for the heater as inside the car, using an ordinary mobile phone. It is possible to define timer settings by sending the required setting using a mobile phone. For information on remote heater starting by text message, see page 8.



## Introduction

### Safety Services

- **Automatic alarm** - A signal is transmitted automatically to VOC Customer Service in the event of an accident where belt tensioners, airbags or inflatable curtains are activated.
- **Manual alarm** - You can contact the VOC Customer Service to request help in emergencies.
- **Access to roadside assistance services**

For information on Safety Services, see page 10.

### Security Services

- **Anti-theft warning** - Automatic signal to VOC Customer Service in the event of a burglary or theft (if the car's alarm system is activated).
- **Stolen Vehicle Tracking** - Helps track the car in the event of theft.
- **Remote Door Unlock** - Remote unlocking of the car if the keys have gone missing or have been locked in the car.
- **Remote Vehicle Immobiliser**<sup>1</sup> - Monitoring and deactivation of the stolen car.

<sup>1</sup> Certain markets.

<sup>2</sup> Only applies to the Netherlands.

<sup>3</sup> Does not apply to V/XC40.

- **Unauthorised movement (UMD)**<sup>2, 3</sup> - Monitoring of unauthorised movement. For information on Security Services, see page 12.

### Overview Safety Services

The VOC system uses GPS (Global Positioning System) to locate the car and the car's built-in GSM module to contact VOC Customer Service.

When you press the **ON CALL**- or **SOS** button a signal is sent to VOC Customer Service about the car's position and the service you requested.

#### NOTE

The **SOS** button must only be used in the event of accidents, illness or if there is an external threat to the car and its passengers.

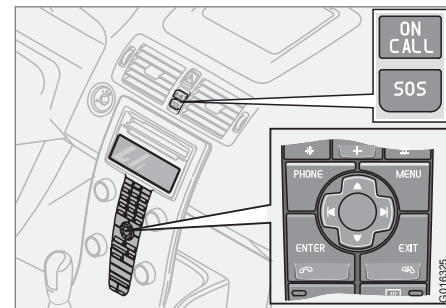
The **SOS** function is only designed for emergency situations. Improper use may lead to extra debiting. The **ON CALL** button can be used for all other services, including roadside assistance.

To disable the **ON CALL** and **SOS** buttons when the key is not inserted, see the menu option **Key lock** on page 14.

The system is not available if the menu option **Radio transmission** is set to **OFF**<sup>1</sup>.

### Overview buttons

#### VOC buttons and display

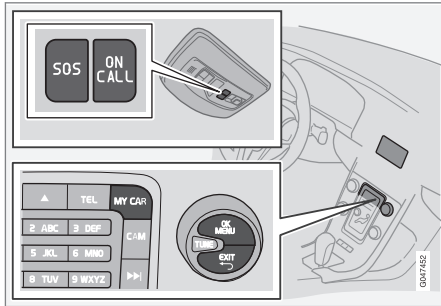


C30

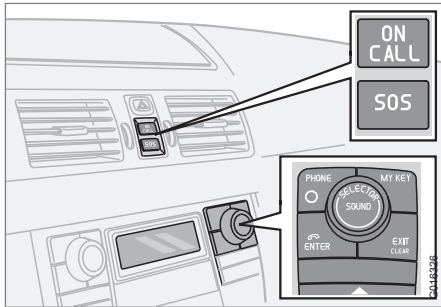


# 01 Volvo On Call

## Introduction



V40/XC40, S60/V60, S80, V70/XC70 and XC60.



XC90

### Access to VOC functions

Summary of accessible VOC functions via VOC and VOC application.

Service	VOC	VOC app
Remote Heater Start	X	X
Automatic alarm	X	
Manual alarm	X	
Roadside Assistance	X	X
Alarm service	X	
Anti-theft warning	X	X
Stolen Vehicle Tracking	X	
Remote Door Unlock	X	X
Remote Vehicle Immobiliser <sup>A</sup>	X	
Locating the car		X
The car's instrument panel		X
Checking the car		X
Driving journal		X

Service	VOC	VOC app
Vehicle information		X
Battery and charge status <sup>B</sup>		X
Controls charging to ensure that it takes place at specific times <sup>B</sup>		X
Reminder to insert charge cable <sup>B</sup>		X
Preconditioning <sup>B</sup>	X	X

<sup>A</sup> Certain markets.

<sup>B</sup> Applicable only to V60 PLUG-IN HYBRID.

### Information on the Internet

For more information about Volvo On Call, see [www.volvocars.com](http://www.volvocars.com) > Select country > Sales & Services > Volvo On Call. There you can find, amongst other things, frequently asked questions and answers.

With a personal Volvo ID it is possible to log in to My Volvo, which is a personal web page for you and your car. See the Sensus Infotainment supplement, section Volvo ID, to read about its advantages and how to create a Volvo ID.





### Volvo On Call mobile application<sup>1</sup>

The Volvo On Call app is a very practical and useful mobile application that simplifies your car ownership in different ways by allowing you to check and monitor the car at any time no matter where you are. You can use the Volvo On Call app to find your car, lock and unlock your car, check the dashboard and set the passenger compartment heater with the simple push of a button on your mobile.

The mobile application is continuously updated which may mean that this supplement does not reflect available functionality. See the section Information on the Internet p. 6 for referral to where you can read continuously updated information.

The Volvo On Call mobile application is available for iPhone, Windows Phones and Android phones. You can download it from the Apple AppStore, Windows Phone or Google Play.

With a personal Volvo ID it is possible to log in to My Volvo, which is a personal web page for you and your car. See the Sensus Infotainment supplement, section Volvo ID, to read about its advantages and how to create a Volvo ID.

### Locating the car

The position of the car is shown on a map and there is the option to receive directions to the car. There is also a digital compass that points the driver in the right direction. When you are within approx. 100 metres from the car there is the option to activate the car's horn and direction indicators in order to facilitate the search.

### The car's instrument panel

This function provides the driver with access to a range of information: fuel level, remaining mileage with existing fuel quantity, average consumption, average speed, and readings from the odometer and trip meter.

### Checking the car

The mobile app carries out a "health check" of the car and shows information on bulbs, brake fluid, coolant and oil level.

### Driving journal

Detailed information on each journey during the last 40 days can be downloaded and saved. There is also the option to export all or selected journeys from the mobile application in spreadsheet format and send this to an email address. Suitable for travel on official business, for example.

There is the option to deactivate the driving journal. In which case the car does not send any log information after each completed journey.

### Vehicle information

Basic data about the car such as model, registration number and VIN number are easily accessible.

### Anti-theft warning

If the car alarm is activated the driver is advised of this via the mobile.

### Remote locking of doors

Status for all doors and windows is shown. The driver can lock and unlock the car. For security reasons the password for the application is always required to remotely unlock the car.

### Remote Heater Start

If the car is equipped with a parking heater then it can be started immediately or programmed to start at two different time points within 24 hours.

### Battery and charge status<sup>2</sup>

See how much charge is in the hybrid battery and whether charging is in progress.

<sup>1</sup> Certain functions are not available on all car models.

<sup>2</sup> Applicable only to V60 PLUG-IN HYBRID.



## Comfort Services

### Controls charging to ensure that it takes place at specific times<sup>2</sup>

If you do not want charging to start straight away when the charging cable is connected, it is possible to use the mobile app to set the time when charging is to take place.

### Reminder to insert charge cable<sup>2</sup>

You can enable reminders in your mobile app if you forget to plug in the charging cable when parking the car.

### Preconditioning<sup>2</sup>

Preconditioning prepares the car's drive system and passenger compartment before departure, so that both wear and energy needs during the journey are reduced. The mobile app is used in the same way as for remote heater start.

### Remote heater start via SMS

To control the heater in the car with your cell phone means effortless operation of the heater, increasing the comfort experience at a cost of an SMS.

The heater function has two times, referred to in this supplement as **T1** and **T2**. These show when the car has reached the set temperature. In order for only the authorised user to control the heater, the SMS message must include the car's registration number, followed by the<sup>3</sup> VOC system's PIN code<sup>4</sup>.

#### NOTE

Each subcommand is followed by a # character. The message should be written as a string without spaces and finished with a # character, e.g. # PIN code # **1** #

### Telephone number

The message should be sent to the following number: +46 70 903 20 40. On some cell phones, it is possible to create a message template to make it a simpler and faster procedure.

#### NOTE

Take care with where the car is parked when using the remote start function for the heater as the heater emits exhaust fumes, see the owner's manual for the car for more information.

### Direct Commands

To start the heater directly:

1. Enter the car's registration number followed by # PIN code # **1** #
2. Send the message.

If the heater is running and is to be switched off immediately:

1. Enter the car's registration number followed by # PIN code # **0** #
2. Send the message.

### Time command

If a new time is to be added, end the message with the desired time, e.g. 1730<sup>5</sup>.

Change and activate **T1**:

1. Enter the car's registration number followed by # PIN code # **11** # Time #
2. Send the message.

<sup>2</sup> Applicable only to V60 PLUG-IN HYBRID.

<sup>3</sup> The registration number can contain both uppercase and lowercase letters.

<sup>4</sup> The PIN code is the code that the car owner previously sent to VOC Customer Service by pressing the OnCall button.

<sup>5</sup> The time is always rounded to the nearest 5-minute interval.



Change and activate **T2**:

1. Enter the car's registration number followed by # PIN code # **12** # Time #
2. Send the message.

If a previously entered time should be activated:

Activate **T1**:

1. Enter the car's registration number followed by # PIN code # **11** #
2. Send the message.

Activate **T2**:

1. Enter the car's registration number followed by # PIN code # **12** #
2. Send the message.

The set time must be deactivated to cancel a previously scheduled heater start.

To deactivate **T1**:

1. Enter the car's registration number followed by # PIN code # **01** #
2. Send the message.

To deactivate **T2**:

1. Enter the car's registration number followed by # PIN code # **02** #
2. Send the message.

### **If the heater does not start**

There are situations when the heater can not start. In which case, an SMS is sent with the text "The heater could not start!" to the mobile number that has tried to initiate the service.



## Safety Services

### Automatic alarm

If the belt tensioners, airbags or inflatable curtain (see the owner's manual for the car) deploy, the following occurs:

1. A message is sent automatically from the car to the VOC Customer Service with information about the car's position and that the SRS system has been deployed.
2. The VOC Customer Service then establishes voice contact with the car's driver and attempts to find out the extent of the crash and the need of help.
3. VOC Customer Service then contacts the necessary assistance (police, ambulance, towing, etc.).

If voice contact cannot be established, VOC Customer Service contacts the relevant authorities, who then take the appropriate action.

### Manual alarm

1. Push the **SOS** button for at least 2 seconds to summon help in case of illness, external threats to the car or passengers, etc.
2. VOC Customer Service is notified of the need for help and information about the car's position.

3. VOC Customer Service establishes voice contact with the driver and agrees on the necessary assistance.

If voice contact cannot be established, VOC Customer Service contacts the relevant authorities, who then take the appropriate action.

### Roadside Assistance

1. Press the **ON CALL** button for at least 2 seconds to summon help in the event of a puncture, fuel shortage, discharged battery, etc.
2. VOC Customer Service establishes voice contact with the driver and agrees on the necessary assistance.

This service may need a separate subscription.

### Emergency Number

When the emergency service is enabled, the VOC system establishes contact with the VOC Customer Service in the country where the car is located.

If this is not possible, the call is forwarded to the emergency number 112 instead.

### Cancelling a call

A started service can be cancelled within 10 seconds by pressing the **EXIT** button (see images on page 5).

### Information messages on the display

**On Call Deactivated** - The subscription services will not work, only the SOS service. Contact your Volvo dealer or VOC Customer Service, see page 17.

**On Call Service required** - The VOC system is not working. Visit your Volvo dealer for help.

**On Call subscr. Will soon expire** - The VOC subscription will soon expire. Contact your Volvo dealer.

**Volvo On Call in standby** - The phone<sup>1</sup> can be turned on temporarily.

1. Press **PHONE** (see images on page 5).
2. The phone can then be used for calls, but will automatically revert to standby after a short while.

<sup>1</sup> Some vehicles do not feature Volvo On Call together with Phone.

**Safety Services**** NOTE**

VOC Customer Service cannot contact your car while a call is being made with the built-in telephone.

When a call with VOC Customer Service is ended and the service is finished, the VOC system will automatically go back to phone mode on the phone and the service starts.

To contact VOC Customer Service from a different phone than the car's built-in phone, see page 17.

** NOTE**

If you are abroad and wish to contact VOC Customer Service, you can dial the phone number of Volvo On Call in your own country: see page 17.

** NOTE**

All calls with VOC Customer Service will be recorded.



## Security Services

### General

Volvo's security services aim to minimise the risk of the owner losing his/her car. If the car is stolen, it can also be tracked and possibly deactivated.

VOC's back-up battery kicks in if the car power fails.

In addition to the safety and security services, an enhanced security system is offered on some markets as an option:

Security system certified in accordance with Stichting VbV which fulfils requirements in accordance with Track & Tracing, TT03.<sup>1, 2</sup>



### Anti-theft warning

Anti-theft warning is a system that is activated in the event of burglary or theft.

If the car alarm system is activated, VOC Customer Service will be notified automatically after a specified time. If the alarm is turned off using the remote control key the service will be cancelled.

### Stolen Vehicle Tracking

Stolen Vehicle Tracking is a system that helps to track the car in the event of theft. If the car has been stolen then the owner of the car, together with the police and VOC Customer Service, can decide whether the car should be tracked. VOC Customer Service sends a message to the car to determine the position of the car. The police or other authority are then contacted.

#### NOTE

This also applies if the car has been stolen using the associated remote control key.

### Remote Door Unlock

1. If the car's remote control key has been lost or locked in the car then it is possible to remotely unlock the car within the following 14 days with assistance from VOC Customer Service.
2. VOC Customer Service sends a signal to the car and after agreement with the car owner or other authorised person, the car is unlocked.
3. The boot lid/tailgate must be opened to unlock the doors<sup>3</sup>. Press twice on the touch button<sup>4</sup> or pull the handle<sup>5</sup>.

When the doors are opened, the car's alarm system will trigger. Turn off the alarm by pressing the unlock button on the remote key or insert the remote key in the ignition switch.

#### NOTE

If the tailgate does not open within a time predefined by VOC Customer Service, the boot lid/tailgate will be relocked.

<sup>1</sup> Only applies to the Netherlands.

<sup>2</sup> Does not apply to V/XC40.

<sup>3</sup> Does not apply to XC90 where all doors and the tailgate are opened.

<sup>4</sup> Applicable to V60, V70 and XC60.

<sup>5</sup> Applies to C30 and S60.

**i NOTE**

If, for example, the car is in a parking garage, the remote unlocking function may possibly be disrupted due to poor reception.

**Remote Vehicle Immobiliser<sup>6</sup>**

If the car is stolen the owner or authorities contact VOC Customer Service.

**i NOTE**

This also applies if the car has been stolen using the associated remote control key.

After having been in contact with the authorities VOC Customer Service then deactivates the remote control keys to prevent the car from being started. A deactivated car can only be restarted by contacting VOC Customer Service and when the required verification has been approved. VOC Customer Service can then activate the car.

**Unauthorised movement (UMD)\* 7, 8**

UMD (Unauthorized Movement Detection) is a system for monitoring unauthorised movement.

Unauthorised movement means that the vehicle is moved with the engine switched off. If the system detects an unauthorised movement of the vehicle, VOC Customer Service will be notified automatically.

Examples of unauthorised movement are towing or loading and transportation on a trailer. Note for example that ferry crossings and motorail services also count as unauthorised movement when the engine is switched off. In such situations UMD must be temporarily deactivated (see the section Reduced Guard in the owner's manual for the car).

<sup>6</sup> Certain markets.

<sup>7</sup> Only applies to the Netherlands.

<sup>8</sup> Does not apply to V/XC40.



## Menu Structure

### Menu structure of the VOC

The VOC functions below can be accessed via the **MY CAR<sup>1</sup>MENU<sup>2</sup>** button and shown in the display.

They can also be accessed via the built-in phone's menu system\*<sup>3</sup>. See the section covering the phone in the owner's manual for the car for more information about the menus.

#### NOTE

The menus below are shown as a joint compilation for all car models. See the car's menu system for the menus that apply for your car.

### Menus

#### Volvo On Call

SOS

On Call

Activate radio transmission

Deactivate radio transmission

Radio trans.

Radio transm. activated

Code f r-trans.

Key lock

Key lock

Change security code

Activate On Call subscription

Deactivate subscription

Deactivate subscription

#### Menu Option

- **SOS** - Pressing **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>** in the control panel (confirm by pressing again) is the same as holding down the **SOS** button for 2 seconds: the manual alarm service is activated. This menu option acts as a backup function for the **SOS** button.
- **On Call** - Pressing **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>** in the control panel (confirm by pressing again) is the same as holding on the **ON CALL** button for 2 seconds: the road assistance services are activated. This menu option acts as a backup function for the **ON CALL** button.
- **Activate radio transmission/Deactivate radio transmission**

#### NOTE

In the XC90, this menu option is called **Radio trans.**

The VOC system is an automatic reception function, which means that the system will automatically check the availability of VOC service network. To turn off both the built-in phone and the automatic reception function, proceed as follows:

1. When Radio transmission appears in the display, press **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>** in the control panel.
2. If the radio transmission code is disabled: Then press **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>** once to confirm. - The automatic reception function restarts automatically the next time the car is started.

If the radio transmission code is enabled: Enter the correct radio transmission code (the preset code is 1234) and then press **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>**.

- The automatic reception function restarts automatically the next time the car is started.
- **Change radio transmission code**

<sup>1</sup> Applicable to V/XC40, S/V60, XC60, V/XC70 and S80.

<sup>2</sup> Applies to C30 and XC90.

<sup>3</sup> Only applies to XC90 in certain markets.





## Menu Structure

### NOTE

In XC90, this menu option is called **Code for trans..**

To deactivate the radio transmission code:

1. When **Change radio transmission code** appears in the display, press **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>** in the control panel.
- Radio transmission can be disabled without a code.

To activate the radio transmission code:

1. When **Change radio transmission code** appears in the display, press **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>** in the control panel.
2. Enter the four-digit code (the preset code is 1234) and then press **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>**.
3. Confirm the code and then press **OK/MENU<sup>1</sup>/ENTER<sup>2</sup>**.
- Radio transmission can only be activated with the correct code.
- **Key lock** - You can decide when the **SOS** and **ON CALL** buttons are to be enabled. This function means the buttons

are only enabled if the remote key is set to **I, II** or if the engine is running.

- **Activate subscription** - Used to start a subscription.

### NOTE

In XC90 this menu option is called **Cancel subscr.**

- **Deactivate subscription** - Used to stop a subscription.

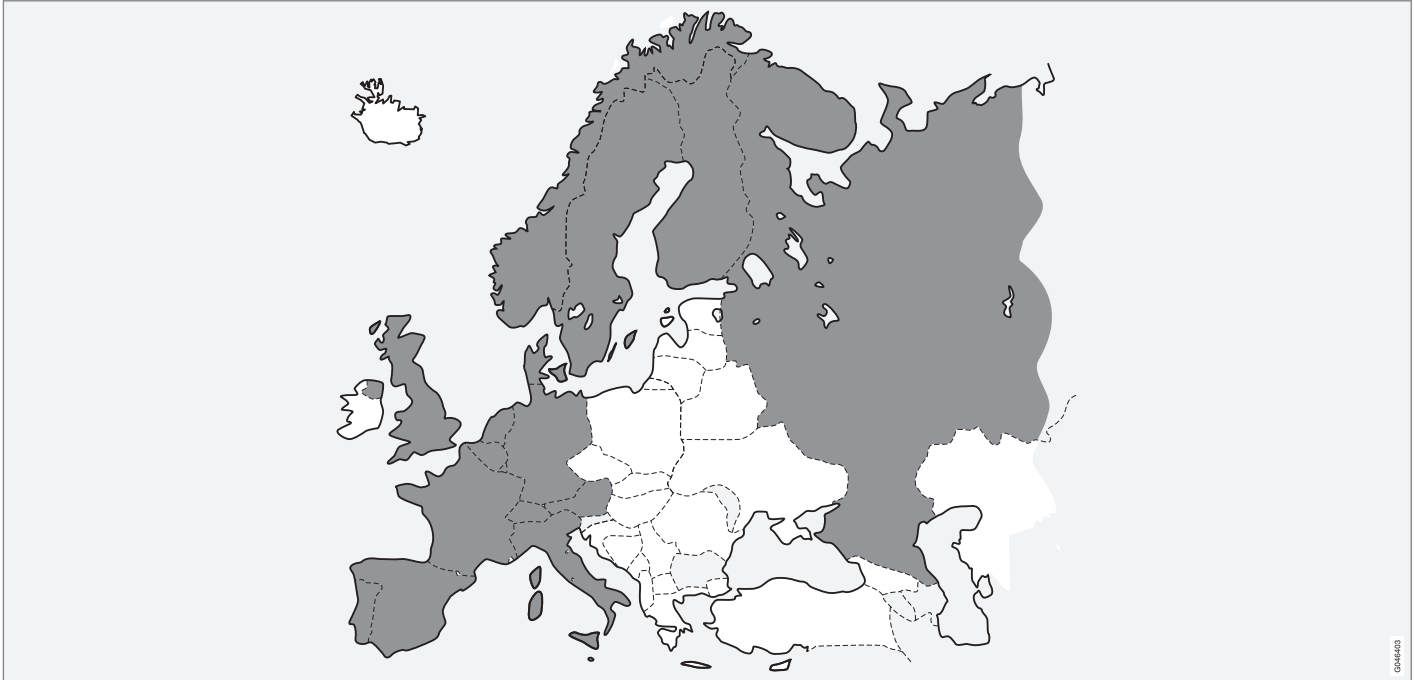
<sup>1</sup> Applicable to V/XC40, S/V60, XC60, V/XC70 and S80.

<sup>2</sup> Applies to C30 and XC90.



## Availability

### Volvo On Call's availability



*This map shows the countries and areas where Volvo On Call is available. The service is being expanded continuously, and the system will be offered in a large number of countries. Contact your Volvo dealer for up to date information. Volvo On Call is available in countries/areas shown in dark colours.*

0044903



<b>Phone Number</b>
---------------------

### Telephone number to VOC Customer Service

Country	Calling in home country	Calling abroad
Sweden	020 55 55 66	+46 31 51 83 35
Norway	800 30 060	+47 22 32 39 50
Denmark	070 21 50 53	+45 70 21 50 53
United Kingdom	0800 587 9848	+44 20 860 39 848
Italy	02 26629 271	+39 02 26629 271
Finland	09 374 77 310	+358 9 374 77 310
France	0810 800 454	+33 1 49 93 72 79
The Netherlands	020 851 2278	+31 20 851 2278
Belgium	02 773 62 22	+32 2 773 62 22
Luxembourg (Customer centre is in Belgium.)	+32 2 773 62 22	+32 2 773 62 22
Portugal (Customer centre is in France.)	+33 810 800 454	+33 1 49 93 72 79
Germany	089 20 80 1 87 47	+49 89 20 80 1 87 47
Spain	091 325 5509	+34 91 325 5509
Switzerland	044 283 35 70	+41 44 283 35 70
Russia	+74 9 57 80 50 08	+74 9 57 80 50 08
Austria	+43 1 525 03 6244	+43 1 525 03 6244



## Personal information

### Personal information management

Volvo's sales companies, see the table below, and Volvo Car Corporation are responsible for the personal details processed in connection with the VOC service. All processing is performed in accordance with good practice and current legislation concerning the processing of personal information.

Country	Sales company
Belgium	Volvo Cars NV
UK	Volvo Car UK Ltd
France	Volvo Automobiles France SAS
The Netherlands	Volvo Cars Nederland B.V.
Italy	Volvo Auto Italia S.p.A.
Norway	Volvo Personbiler Norge AS
Portugal	Volvo Car Portugal S.A.
Russia	Limited Liability Company Volvo Cars
Spain	Volvo Car España S.L.

Country	Sales company
Sweden	Volvo Personbilar Sverige AB
Germany	Volvo Car Germany GmbH
Finland	Volvo Auto Oy Ab
Denmark	Volvo Personvagne Danmark A/S
Austria	Volvo Car Austria GmbH
Switzerland	Volvo Automobile (Schweiz) AG

### Why collect personal information?

Personal information is used by Volvo and its partners both within and outside of the EU/EES to provide and develop the VOC service.

### What personal information is collected?

The personal information collected primarily belongs to the following three categories.

- Personal information that the customer provides in connection with the activation of the VOC service and during other contact with Volvo this includes name,

address, telephone number, type of service and the duration of the service.

- When an specific event covered by the service occurs information is automatically sent from the vehicle. Such a message contains the vehicle ID (VIN), time when the service is used, type of service, if airbags have been triggered, if the belt tensioners have been triggered, current amount of fuel, current temperature inside and outside the vehicle, whether the doors and windows are locked or open and the vehicle's last six positions with speed and direction.
- Other information that can be linked to the customer are telephone calls with people in the vehicle, the customer centre that provided the service and notes made by the customer service operator.

### Who will be able to see my personal details?

Volvo uses sub-contractors to provide the service. These sub-contractors work on behalf of Volvo and may only process personal details to the extent necessary to provide the service. All sub-contractors are bound by agreements requiring them to observe secrecy and to treat personal details in accordance with applicable law.



## Personal information

### Removal procedures

The personal details required to provide the VOC service are stored during the agreement period and thereafter for as long as necessary in order for Volvo to fulfil its obligations under law and other regulations. Information generated during events covered by the VOC service is pared down three months after the event occurred.

information provided in connection with the VOC service.

### Correction and register extracts

Private persons have the right to request correction of incorrect data and to obtain an extract which shows the personal information collected. Contact Volvo's customer service to correct personal information. Register extract requests must be made in writing and be personally signed by the applicant and include name, address and customer number. The request should be sent to Volvo Car Corporation, Personal Information Representative, Dept. 50090, HB3S, 405 31 Gothenburg, Sweden.

### Consent to collect personal information

By activating your subscription in accordance with the instructions in this document, the user agrees to the collection of personal



