



# **VOLVO ON CALL (VOC)**



USER GUIDE

## VALUABLE DOCUMENT

This document, volvo on call, describes the functionality of the system, Volvo on Call.

Best regards

Volvo Car Corporation

The specifications, design data and illustrations found in the user guide are not binding. We reserve the right to make changes without prior notice.

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## Introduction

### General

The Volvo On Call system (henceforth referred to as VOC) is linked to the car's built-in phone, SRS and alarm systems. See the vehicle's owner's manual for information on these systems.

The enclosed map of Europe shows the countries where the system works. Contact VOC Customer Service (see page 9) for current information, as the map can change.

VOC consist of safety related services and a number of security and comfort services offered depending on the market. Contact VOC Customer Service for information about which of these services are available 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 eleven days.



### NOTE

Volvo reserves the right to change specifications, design data and illustrations contained in this manual without prior notice.

### Safety Services

- **Automatic alarm**  
In the event of an accident where the crash sensor activates the SRS-/SIPS-/IC-system (inflatable curtain), a signal is sent automatically to the VOC Customer Service.
- **Manual alarm**  
, you can contact the VOC Customer Service to request help in emergencies.
- **Access to roadside assistance services**

For more information on Safety Services, see the page 5 and 7.

### Security Services

- **Theft Notification (TN)**  
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 (SVT)**  
Help to track the car in case of theft.
- **Remote Door Unlock (RDU)**  
Remote unlocking of the car if the keys have been lost or have been locked in.
- **Unauthorized Driver Detection (UDD)<sup>1</sup>**  
Driver authorization.
- **Unauthorized Movement Detection<sup>1</sup> (UMD)**  
Monitoring of unauthorized movement.
- **Remote Vehicle Immobiliser (RVI)<sup>1</sup>**  
Monitoring and deactivation of the stolen car.

For more information on Security Services, see the page 10.

<sup>1</sup> Does not apply to C30, S40, V50 and C70.



## Introduction

### Comfort Services

- **Remote Heater Start (RHS)**

Vehicles equipped with petrol driven engines and compartment heaters in combination with VOC offer the same settings for the heater using a cell phone as inside the car.

RHS makes it possible to make timer settings by sending the desired setting using a cell phone.

For more information about RHS, see the page 13.

### Overview Safety Services

The VOC system uses GPS (Global Positioning System) to locate the car and the car's built-in phone 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 should only be used in the event of accidents, illness or external threats to the car and its passengers.

The SOS function is only for emergencies. Misuse may result in additional charges.

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 **Keypad lock** menu on page 16.

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

<sup>1</sup> Applies to specific markets.



#### WARNING

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



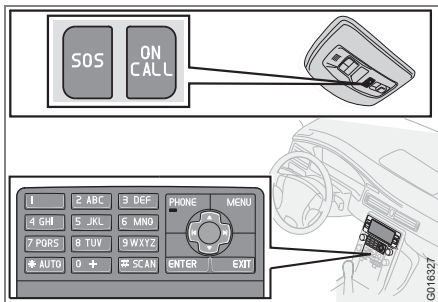
#### WARNING

Just as with cell phones, atmospheric disturbances or dead spots can lead to connection failure, e.g. in sparsely populated areas.

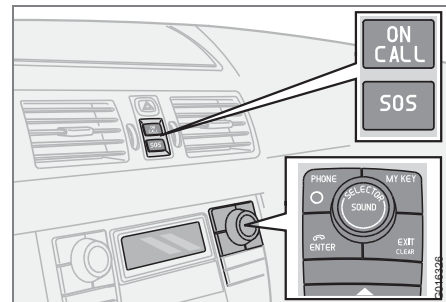


## Introduction

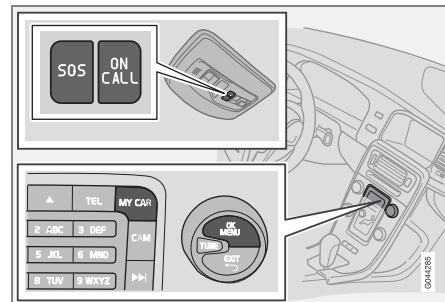
### Overview buttons



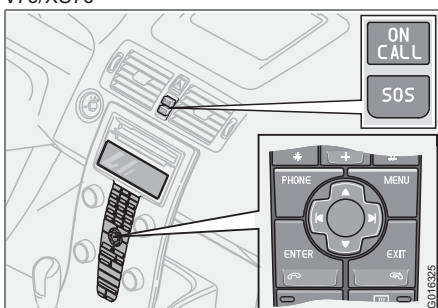
The VOC / phone buttons and display in S80 and V70/XC70



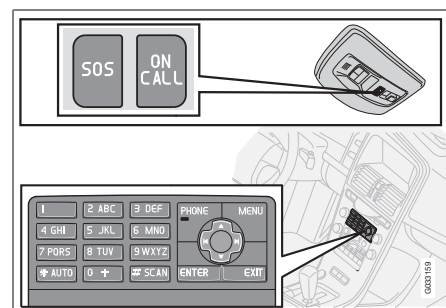
The VOC / phone buttons and display in XC90



The VOC / phone buttons and display in S60/V60



The VOC / phone buttons and display in C30, S40, V50 and C70



The VOC / phone buttons and display in XC60



## Safety Services

### Automatic alarm

If the seat belt pre-tensioners, airbags or inflatable curtain (see the car's owner's manual) 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. The VOC Customer Service then contacts the necessary assistance (police, ambulance, towing, etc.).

If voice contact cannot be established, the VOC Customer Service arranges assistance.

### 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.

### 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.



#### WARNING

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



#### WARNING

Just as with cell phones, atmospheric disturbances or dead spots can lead to connection failure, e.g. in sparsely populated areas.





## Safety Services

### Cancelling a call

A started service can be cancelled within 10 seconds by pressing **EXIT** (see images on page 6).

### Information messages on the display

#### On Call Switched off

The VOC subscription is not activated or is no longer valid! The services will not work. Contact your dealer or VOC Customer Service, see page 9.

#### On Call Serv. required

The VOC system is disabled. Visit your Volvo dealer for assistance.

#### On Call Subscr about to end

The VOC subscription will soon expire. Contact VOC Customer Service, see page 9.

### Volvo On Call in standby

The phone<sup>1</sup> can be turned on temporarily.

1. Press **PHONE** (see images on page 6).

2. The phone can then be used for calls, but will automatically revert to standby after a short while.

#### NOTE

VOC Customer Service cannot come into contact with the car while the built-in phone is being used.

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 the table on page 9.

#### NOTE

When you are abroad and want to come into contact with VOC Customer Service you can call the phone number of the Volvo On Call at home, see the table on page 9.

#### NOTE

All calls to VOC Customer Service will be recorded.



#### WARNING

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



#### WARNING

Just as with cell phones, atmospheric disturbances or dead spots can lead to connection failure, e.g. in sparsely populated areas.

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

**Phone Number**

Country	When you are at home	When you are abroad
Sweden	020 55 55 66	+46 31 51 83 35
Norway	800 30 060	+47 22 32 39 50
Denmark <sup>1</sup>	+46 20 55 55 66	+46 31 51 83 35
United Kingdom	0800 587 9848	+44 20 860 39 848
Italy	02 26629 271	+39 02 26629 271
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 <sup>2</sup>	+32 2 773 62 22	+32 2 773 62 22
Portugal <sup>3</sup>	+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

<sup>1</sup>The customer centre for Denmark is located in Sweden.

<sup>2</sup>The customer centre for Luxembourg is located in Belgium.

<sup>3</sup>The customer centre for Portugal is located in France.



## Security Services

### General

Volvo's security services shall minimise the risk of an owner losing their car. If the car is stolen, it can also be tracked and possibly immobilised.

On some markets a reduction is made to the insurance premium.

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

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

### Theft Notification (TN)

TN is a system that is activated in case of burglary or theft.

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

### Stolen Vehicle Tracking (SVT)

SVT is a system that helps to track the car in the event of theft. If the vehicle has been stolen VOC Customer Service can activate vehicle tracking to facilitate recovery.

#### NOTE

This applies even if the car has been stolen with the help of the remote key.

### Remote Door Unlock (RDU)

1. If your car's remote key has been lost or is locked in the car, the VOC Customer Service can be contacted.
2. VOC Customer Service sends a signal to the car and after agreement with the car owner or other authorized person, the car is unlocked.
3. The boot lid / tailgate must be opened to unlock the doors<sup>1</sup>. Press the touch button twice<sup>2</sup> or pull the handle<sup>3</sup>.

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

#### NOTE

If your tailgate does not open within a pre-determined time set by VOC Customer Service, the boot lid / tailgate will be locked again.

<sup>1</sup> Does not apply to XC90 where all doors and the tailgate are opened.

<sup>2</sup> Applies to V50, V60, V70 and XC60.

<sup>3</sup> Applies to C30, C70, S40 and S60.



### NOTE

If, for example, the car is in a multi-story car park the remote unlocking function may be disrupted due to poor phone reception.

### Unauthorized Driver Detection (UDD)<sup>1</sup>

UDD is a system for driver authorization.

The driver must authorize themselves by entering the six-digit security code before using the vehicle. The driver is automatically invited to enter the security code when the engine is started.

If the vehicle is driven without the correct security code being entered, or if the wrong code is entered three times in a row, VOC Customer Service will be automatically notified.

The vehicle is delivered to the customer with a preset security code, this is given to the driver in writing at the time of purchase.

### Changing the security code

Change the security code via the menu system or via the VOC Customer Service.

Select **Change security code**<sup>2</sup> or **Change UDD code**<sup>3</sup>. You must state the old security code before entering a new security code.

The security code can also be reset by contacting VOC Customer Service. After agreement has been reached to reset the security code the driver is asked to automatically enter a new security code the next time the vehicle is started.



### WARNING

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



### WARNING

Just as with cell phones, atmospheric disturbances or dead spots can lead to connection failure, e.g. in sparsely populated areas.

### Unauthorized Movement Detection (UMD)<sup>4</sup>

Monitoring the unauthorized movement.

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

Examples of unauthorized movement are towing or loading and transportation on a trailer. Note, for example, that ferry crossings and car trains are also considered as unauthorized movement when the engine is turned off. In these situations UDD and UMD must be temporarily deactivated (see section **Temporary deactivation of the UDD and UMD** below).

Monitoring the unauthorized movement is always active when the car engine is turned off, irrespective of whether the vehicle is locked or not.

<sup>1</sup> Does not apply to C30, S40, V50 and C70.

<sup>2</sup> Applies to S60 and V60.

<sup>3</sup> Only applies to XC90.

<sup>4</sup> Does not apply to C30, S40, V50 and C70.



## Security Services

### Temporary deactivation of UDD and UMD

It is necessary to deactivate UDD and UMD when towing, during ferry crossings, transport on car trains or when the vehicle is in the workshop, so that false alarms are not sent to VOC Customer Service. This can be done in two ways:

- via the menu
- via VOC Customer Service

Temporary deactivation takes place by selecting **Reduced guard activate once**<sup>1</sup> or **Reduced guard box on exit**<sup>1</sup> from the menu system.

#### NOTE

In XC90 the menu option is called **Reduced ATSVR**. (After Theft System for Vehicle Recovery).

The driver must enter the six-digit security code as a form of identity to deactivate the system. The system will then be deactivated the next time the engine is started.

#### NOTE

Numerous false alarms can lead to VOC Customer Service requesting payment from the vehicle owner. Contact VOC Customer Service for more details.

Temporary deactivation via VOC Customer Service requires the driver to make personal contact with VOC Customer Service and to state the time and date of deactivation and when the system is to be reactivated.

When the vehicle is to be left at the workshop the UDD and UMD must always be deactivated via VOC Customer Service.

### Remote Vehicle Immobiliser (RVI)<sup>2</sup>

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

#### NOTE

This applies even if the car has been stolen with the help of the remote key.

After having been in contact with authorities VOC Customer Service then deactivate the remote keys to prevent the car from being started.

A deactivated car can only be started again by contacting VOC Customer Service and once requisite verification has been approved. VOC Customer Service then activates the car.

<sup>1</sup> Applies to S60 and V60.

<sup>2</sup> Does not apply to C30, S40, V50 and C70.



## Comfort Services

### Remote Heater Start (RHS)

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 time points, called T1 and T2. These show when the car has reached the set temperature.

In order for only the authorized user to control the heater, the SMS message must include the car's registration number<sup>1</sup>, followed by the VOC system's PIN code<sup>2</sup>.

#### NOTE

Each sub-command is followed by a # character. The message should be written as a string without spaces ending with a # character, for example, # PIN code # 1 #

### Phone Number

Send the message to the following number:  
+46 70 903 20 40.

<sup>1</sup> The registration number can contain both uppercase and lowercase letters.

<sup>2</sup> The PIN code is the code that the car owner previously sent to VOC Customer Service by pressing the **OnCall** button.

On some phones, it is possible to create a message template to allow a simpler and faster operation.

#### NOTE

Caution should be taken where the car is parked when using RHS as the heater emits fumes, see further details in the car's owner's manual.

### 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**.

Change and activate T1:

1. Enter the car's registration number followed by # PIN code # 11 # Time #<sup>3</sup>
2. Send the message.

Change and activate T2:

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

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 #

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.

<sup>3</sup> Time is always rounded to the nearest 5-minute interval.



## Comfort Services

### If the heater does not start

There are situations where the heater cannot start. An SMS is then sent with the text "The heater could not start!" to the mobile number that tried to initiate the service.

### Mobile Application

There is a mobile application that simplifies the handling of the VOC system's comfort function. The mobile phone must support Java to run the application. It can be downloaded from [www.volvocars.com](http://www.volvocars.com).



#### WARNING

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



#### WARNING

Just as with cell phones, atmospheric disturbances or dead spots can lead to connection failure, e.g. in sparsely populated areas.



## Menu Structure

### Menu structure of the VOC

The VOC functions listed below are available via the **MENU (MY CAR<sup>1</sup>)** button and are shown on the display. They can also be accessed via the built-in phone's menu system. See the section in the phone's user guide for more information about the menus.

#### NOTE

Menu numbering may differ depending on whether the Radio, CD, AUX or the Phone is being used.

### Menu tree

#### Volvo On Call

##### SOS

##### On Call

##### Activates radio transmission<sup>1</sup>

##### Deactivates radio transmission<sup>1</sup>

##### Radio transm.<sup>2</sup>

##### Radio transmission code<sup>1</sup>

##### Code f r-transm.<sup>2</sup>

##### Keypad lock

##### Key lock<sup>2</sup>

<sup>1</sup> Only applies to S/V60 on some markets.

<sup>2</sup> Only applies to XC90 on some markets.

#### Change security code<sup>1</sup>

#### Change UDD code<sup>2</sup>

#### Activate subscription<sup>1</sup>

#### Deactivate subscription<sup>1</sup>

#### Change subscr.<sup>2</sup>

### Menu Option

#### • SOS

Pressing **ENTER (OK/MENU<sup>1</sup>)** once on the control panel (confirm by pressing once more) is the same as pressing the **SOS** button for 2 seconds: the manual emergency service is activated. This menu can serve as backup function to the **SOS** button.

#### • On Call

Pressing **ENTER (OK/MENU<sup>1</sup>)** once on the control panel (confirm by pressing once more) is the same as pressing the **ON CALL** button for 2 seconds: roadside assistance is activated. This menu can serve as backup function to the **ON CALL** button.

#### • Activate/Deactivate radio transmission

#### NOTE

In XC90 this menu option is called **Radio transm.**

the VOC system features an automatic reception function, which means that the system will automatically check the availability of the VOC service network. To switch off both the built-in phone and automatic reception function, do the following:

1. When **Radio transmission** is shown on the display, press **ENTER (OK/MENU<sup>1</sup>)** on the control panel.
  2. If the radio transmission code is deactivated:
    - Press **ENTER (OK/MENU<sup>1</sup>)** again to confirm.
    - The automatic reception function is re-started automatically the next time the car is started.
- If radio transmission code is activated:
- Enter the correct radio transmission code (the preset code is 1234) and then press **ENTER (OK/MENU<sup>1</sup>)**.
- The automatic reception function is re-started automatically the next time the car is started.





## Menu Structure

- Radio transmission code

### NOTE

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

To deactivate the radio transmission code:

1. When **Radio transmission code** is shown on the display, press **ENTER (OK/MENU<sup>1</sup>)** on the control panel.
  - Radio transmission can be deactivated without a code.

To activate the radio transmission code:

1. When **Radio transmission code** is shown on the display, press **ENTER (OK/MENU<sup>1</sup>)** on the control panel.
  2. Enter the four character code (the preset code is 1234) and then press **ENTER (OK/MENU<sup>1</sup>)**.
  3. Confirm the code and then press **ENTER (OK/MENU<sup>1</sup>)**.
    - Radio transmission can only be deactivated with the correct code.
- **Keypad lock / Key lock**  
You can decide when the **SOS** and **ON CALL** buttons are to be activated. This function allows the buttons to only be activated if the remote key is in position **I**, **II**, or if the engine is running.

<sup>1</sup> Only applies to S/V60 on some markets.

- **Change security code/Change UDD code**  
See page 11.
- **Deactivate the subscription**  
Used to end the subscription.

### NOTE

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

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

### WARNING

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

### WARNING

Just as with cell phones, atmospheric disturbances or dead spots can lead to connection failure, e.g. in sparsely populated areas.



## Menu Structure

Volvo. for life

**VOLVO**

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