



WEB EDITION
VOLVO ON CALL

VOLVO ON CALL

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

Development work is constantly in progress to improve our product.
Modifications may mean that information, descriptions and illustrations in

this supplement differ from the equipment in the car. We reserve the
right to make modifications without prior notice.

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VOLVO ON CALL (VOC)

Volvo On Call*

Volvo On Call (VOC)* is an additional service to which Volvo owners can subscribe. The subscription consists of safety, security and comfort services.

The VOC system is linked to the car's SRS and alarm systems as well as other systems (such as locking and climate control). The car has a built-in modem for communication with VOC services.

Availability

Once the remote control key has been removed from the car, the system's functions are available continuously for 5 days and then once per hour for the next 17 days. After these 22 days the system will be deactivated until the car is started.

The system utilises GNSS (Global Navigation Satellite System) to locate the car. The car's built-in modem is used to communicate with the VOC service centre and the VOC mobile app.

WARNING

The system only works in areas where VOC's partners have mobile coverage and in the markets where the 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 when the system is activated. The subscription has a time limit but can be extended, and validity is market dependent.

Information on the Internet

For more information about Volvo On Call, go to support.volvocars.com.

Using a personal Volvo ID it is possible to log in to the mobile app.

Read in the owner's manual section Volvo ID to learn about its advantages and how to create a Volvo ID.

Related information

- Comfort services with Volvo On Call* (p. 6)
- Safety services with Volvo On Call* (p. 8)
- Security services with Volvo On Call* (p. 9)
- Using Volvo On Call* (p. 4)

Using Volvo On Call*

The Volvo On Call (VOC) system is activated by pushing on either of the two buttons in the roof, or by making a selection in the centre display. Addition settings can also be set in the centre display.

VOC is automatically started when the car's safety system is triggered, e.g. in an accident in which the activation level is reached for the seat-belt tensioners or airbags. Contact is made between the car and VOC service centre, which will send appropriate assistance to the car's position.

An active service is shown by a symbol in the centre display.



Overview of buttons in roof and in centre display .

SOS button - in the event of emergency situations

Press the **SOS** button in the roof for 2 seconds to activate the manual alarm service.

ON CALL button - in the event of a problem with the car

Press the **ON CALL** button in the roof for 2 seconds to activate the service and get in contact with VOC service centre.

Alternatives to the ON CALL button

Tap on **On Call** in telephone view in the centre display. In the pop-up window that opens, select **Call**.

i NOTE

The **SOS** button must only be used in the event of accident, illness or an external threat against the car and its passengers. The **SOS** function is only intended for emergency situations. Abuse may lead to supplementary charges.

The **ON CALL** button can be used for all other services, including roadside assistance.

Cancelling a service

A service that has been started can be stopped within 8 seconds with one press **End call** in the centre display.

Settings

Options and settings available in the system are selected in the centre display:

1. Tap on **Settings** in top view.
2. Press **Communication** → **Volvo On Call**.
3. - Select **Activate UNIT** to activate the Volvo On Call service and subscription. Contact your Volvo dealer for more information on subscription renewal and system reactivation.
- Select **Button lock** to decide when the **SOS** and **ON CALL** buttons are to be activated. The function means that the buttons are only activated if the car's electrical system is in ignition position **I** or **II**, or if the engine is running.

Related information

- Available Volvo On Call* functions (p. 5)
- Manual safety service with Volvo On Call* (p. 9)
- Call roadside assistance with Volvo On Call* (p. 9)

Available Volvo On Call* functions

Overview of available Volvo On Call (VOC) functions via the VOC service centre and the VOC mobile application.

Service	Service Centre	App ^A
Remote heater start		X
Automatic alarm	X	
Manual alarm	X	
Roadside assistance	X	X
Theft Notification (TN)	X	
Stolen Vehicle Tracking (SVT)	X	
Remote Door Unlock (RDU)	X	X
Remote locking		X
Remote Vehicle Immobiliser ^B	X	
Remote engine start (ERS) ^{B, C}		X
Locating the car	X	X
The car's instrument panel		X
Driving journal		X

* Option/accessory, for more information, see Introduction.



Service	Service Centre	App ^A
Vehicle information		X
Preconditioning		X
Send destination to car ^D		X

A Certain functions are not available on all car models.

B Certain markets.

C Certain cars with automatic gearbox.

D Sensus Navigation required.

Related information

- Volvo On Call* mobile app (p. 6)
- Comfort services with Volvo On Call* (p. 6)
- Safety services with Volvo On Call* (p. 8)
- Security services with Volvo On Call* (p. 9)

Comfort services with Volvo On Call*

Comfort services via phone, such as communicating with the car via mobile app.

A mobile application makes it possible for Volvo On Call users to maintain contact with their parked car via an iPhone, Windows Phone or Android phone. The mobile app can locate the car, remotely lock the car and remotely start the engine, see information about fuel level, and much more.

Cars equipped with fuel-driven engine block heater and passenger compartment heater in combination with Volvo On Call offer the same setting options for the heater as inside the car using a normal mobile phone.

Related information

- Volvo On Call* mobile app (p. 6)
- Available Volvo On Call* functions (p. 5)

Volvo On Call* mobile app

As a Volvo On Call user the car owner has access to a mobile application that enables him/her to maintain contact with the parked car via mobile phone.

Certain functions are not available on all car models.

The mobile application is continuously updated which may mean that this information does not reflect available functionality. For more information about Volvo On Call, go to support.volvocars.com.

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

A personal Volvo ID is required to use the mobile app and online services from Volvo.

Read in the owner's manual section Volvo ID to learn 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. The car's horn and direction indicators can be switched on to assist searching.

Send destination to car

With the mobile app, the "Send to Car" function can be used to send a destination (e.g. hotel, business, cinema, restaurant, petrol station) to the car. The destination location will then be available in the car's navigation system¹. If the car's navigation system is not factory-installed, the car's configuration will need to be updated by a Volvo dealer so that the VOC app knows that it can send a destination to the car. For instructions on the Send to Car function, see support.volvocars.com.

The car's driver display

This function provides the driver with access to a range of information: fuel level, remaining mileage with existing fuel quantity, average fuel 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 displays the status of lamp 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.

This is 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. Your personal Volvo ID is used as a password.

Remote heater start

If the car is equipped with a parking heater, the heater can be started immediately or programmed to start at two different times.

Remote engine start (ERS)²

Remote start (ERS – Engine Remote Start) means that the car's engine can be started remotely in order to warm up/cool down the pas-

senger compartment to a comfortable temperature before departure. Before the car can be driven away, drive mode must be activated. This is done in the same way as when starting the engine. Read the section "Start engine" in the owner's manual to learn how to start the engine.

The climate control system starts on automatic settings. A remotely started engine is activated for a maximum of 15 minutes, then it is switched off. After 2 activations the engine must be started in the normal way before engine remote start can be used again.

Engine remote start is only available on cars with automatic gearbox.

WARNING

To remote-start the engine, the following criteria must be met:

- The car must be supervised.
- There must be no people or animals inside or around the car.
- The car must not be parked in a closed, unventilated area - the exhaust gases may seriously injure humans and animals.

¹ Applies to Sensus Navigation.

² Certain car models and markets.



i NOTE

Follow local/national rules/regulations on idling. Also observe local/national rules and regulations on noise levels when the engine is running.

Preconditioning

Preconditioning prepares the car's drive systems and the 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.

Related information

- Comfort services with Volvo On Call* (p. 6)
- Volvo On Call* (p. 4)
- Available Volvo On Call* functions (p. 5)

Safety services with Volvo On Call*

Automatic and manual alarms and the ability to call for road assistance are safety services available via Volvo On Call (VOC). Safety services are used for alarms in the event of accident or emergency situation.

Automatic alarm

When the car's safety system is triggered, e.g. in an accident in which the activation level is reached for the seatbelt tensioner or airbags, a signal will be automatically sent to VOC service centre. The following will occur:

1. A message will be automatically sent from the car to VOC service centre.
2. The VOC Service Centre then establishes verbal contact with the car's driver and tries to find out the extent of the collision and the need for help.
3. The VOC Service Centre then contacts the necessary assistance (police, ambulance, towing, etc.).

If verbal contact cannot be established, the VOC Service Centre contacts the relevant authorities that assist with appropriate action.

Manual alarm

Contact the VOC service centre to request assistance in emergency situations.

Roadside assistance

Call for help in the event of e.g. a puncture, fuel shortage or discharged battery.

A separate subscription may need to be taken out for the roadside assistance service.

Emergency number

When the alarm service is activated the system attempts to establish contact with the VOC Service Centre. If this is not possible, then the call is routed to the designated emergency number for the area where the car is located³.

Related information

- Volvo On Call* (p. 4)
- Manual safety service with Volvo On Call* (p. 9)
- Call roadside assistance with Volvo On Call* (p. 9)
- Using Volvo On Call* (p. 4)

³ Applies to certain markets.

* Option/accessory, for more information, see Introduction.

Manual safety service with Volvo On Call*

Contact the Volvo On Call (VOC) service centre to call for help in emergency situations.

To alert the VOC service centre manually:

1. Press the **SOS** for at least 2 seconds to call for help in the event of illness, external threat to the car or passengers, etc.
2. The VOC Service Centre receives a message on the need for assistance and information about the car's position.
3. The VOC Service Centre establishes verbal contact with the driver and agrees on what assistance is required.

If verbal contact cannot be established, the VOC Service Centre contacts the relevant authorities that assist with appropriate action.

Related information

- Safety services with Volvo On Call* (p. 8)
- Phone number for the Volvo On Call* service centre (p. 15)
- Call roadside assistance with Volvo On Call* (p. 9)
- Using Volvo On Call* (p. 4)

Call roadside assistance with Volvo On Call*

Call for help in the event of e.g. a puncture, fuel shortage or discharged battery.

1. Press **ON CALL** for at least 2 seconds.
2. The VOC Service Centre establishes verbal contact with the driver and agrees on what assistance is required.

Related information

- Safety services with Volvo On Call* (p. 8)
- Manual safety service with Volvo On Call* (p. 9)
- Using Volvo On Call* (p. 4)

Security services with Volvo On Call*

Volvo On Call (VOC) provides assistance in the event of break-in or theft of the car, and can remote lock the car if the keys have been lost or locked in.

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

If the car is de-energised then VOC's spare battery engages.

In addition to safety and security services, certain markets offer an enhanced security system as an option.

Theft Notification (TN)

VOC sends a signal automatically to the VOC service centre in the event of break-in or theft (if the car's alarm system has been activated).

If the car's alarm system is activated then the VOC Service Centre will be notified automatically after a certain time. If the alarm is switched off using the remote control key then the service will be interrupted.

Stolen Vehicle Tracking (SVT)

If theft or other unauthorised use of the car has been discovered, then the car's owner along with the police and the VOC service centre agree that



- ◀ the car should be traced. The VOC service centre sends a message to the car to determine the car's position. Following which, the police or other authority are contacted.

i NOTE

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

Remote Door Unlock (RDU)

If the car's remote control key has been lost or locked in the car, it is possible to remotely unlock the car within the next 5 days assisted by the VOC Service Centre after the required verification with PIN code has been approved. Following which, the VOC Service Centre unlocks the car remotely according to agreement.

Remote Vehicle Immobiliser⁴

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

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, the VOC service centre deactivates the remote control keys in order to prevent the car from

being started. A deactivated car can only be restarted by contacting the VOC Service Centre and when the required verification with PIN code has been approved. Following which, the VOC Service Centre performs activation of the car.

Related information

- Volvo On Call* (p. 4)
- Unlock the car via the Volvo On Call* service centre (p. 10)
- Phone number for the Volvo On Call* service centre (p. 15)
- PIN code for Volvo On Call* (p. 17)

Unlock the car via the Volvo On Call* service centre

The car can be remotely unlocked with assistance from the VOC service centre.

1. Contact VOC service centre.
2. When the VOC Service Centre has verified the car's owner or other authorised individual using the PIN code, an unlocking signal is sent to the car according to agreement.
3. The tailgate must be opened in order to unlock the doors. Press gently on the rubberised plate below the tailgate handle to open.

i NOTE

If the tailgate is not opened within a time preset by the VOC service centre, the tailgate will be relocked.

i NOTE

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

⁴ Certain markets.

* Option/accessory, for more information, see Introduction.

Related information

- Security services with Volvo On Call* (p. 9)
- Phone number for the Volvo On Call* service centre (p. 15)
- Volvo On Call* (p. 4)

VOLVO ON CALL (VOC)

Volvo On Call* availability

Map of areas where Volvo On Call is available.
The service is being continuously expanded and

the system will be offered in a large number of countries. Contact a Volvo dealer for up-to-date information.



Volvo On Call is available in the areas marked in grey.

VOLVO ON CALL (VOC)

◀◀ **Related information**

- Volvo On Call* (p. 4)
- Phone number for the Volvo On Call* service centre (p. 15)

Phone number for the Volvo On Call* service centre

Country	Dialling in home country	Dialling 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
UK	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 in Belgium)	+32 2 773 62 22	+32 2 773 62 22
Poland	+48 22 537 43 43	+48 22 537 43 43
Portugal (customer centre 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





Related information

- Volvo On Call* (p. 4)
- Volvo On Call* availability (p. 12)

PIN code for Volvo On Call*

The PIN code is used for security purposes and to identify the individual authorised to perform Volvo On Call (VOC) services.

The four-digit PIN code, which is sent to the car owner when the dealer activates the subscription, is used for security reasons to identify the individual authorised to perform certain VOC services, e.g. unlock the car via VOC service centre or create an account for the mobile app.

Forgotten or change of PIN code

If the PIN code has been forgotten or needs to be replaced (e.g. when buying a used car), contact a dealer or press on the **ON CALL** button in the car. The new code will be sent to the car owner.

Incorrect PIN code has been entered for the app repeatedly

The account will be locked after incorrectly entering the PIN code ten times in succession. A new PIN code must be selected in order to be able to use the app again, and a new app account created by following the same process as when the app account was previously created.

Related information

- Unlock the car via the Volvo On Call* service centre (p. 10)
- Volvo On Call* mobile app (p. 6)
- Change of ownership for cars with Volvo On Call* (p. 17)
- Volvo On Call* (p. 4)

Change of ownership for cars with Volvo On Call*

In the event of change of ownership of a car it is important to change the owner of the Volvo On Call (VOC) service.

Closing the VOC service

Contact a Volvo dealer in the event of change of ownership in order to close the service. The dealer cancels the subscription and deletes the service history. The service can also be cancelled with the VOC mobile app.

In the event of change of ownership it is important to reset personal settings and user data in the car to the original factory settings.

Starting the VOC service

Buying a used car with VOC:

The new owner contacts his/her dealer who transfers the remaining time of the subscription to the new owner. It is important that the contact details are updated for VOC to work, and that the previous owner does not have access to services in the car. The new owner is given a personal four-digit PIN code, which is required to identify him/her as the owner (or another authorised person) in order to gain access to certain services.

Related information

- Volvo On Call* (p. 4)
- PIN code for Volvo On Call* (p. 17)

Personal data

Personal data that are processed in connection with the Volvo On Call (VOC) service.

Volvo's sales companies, see table below, and Volvo Personvagnar AB, are responsible for the personal data processed in connection with the service. All processing is performed in accordance with good practice and legislation in force with regard to the processing of personal data.

Country	Sales companies
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
Poland	Volvo Car Polska Sp. z o.o.
Portugal	Volvo Car Portugal S.A.
Russia	Limited Liability Company Volvo Cars
Spain	Volvo Car España S.L.
Sweden	Volvo Personbilar Sverige AB

Country	Sales companies
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

Purpose of the data processing

Personal data are used by Volvo with cooperating partners, both within and outside the EU/EEA, in order to provide and develop the service.

What personal data are processed?

The personal data processed belong mainly to the following three categories.

- Personal data that the customer provides in connection with activation of the service and in other contacts with Volvo such as name, address, phone number, type of service and its duration.
- Information is sent automatically from the vehicle when a certain event covered by the service occurs. This type of message contains vehicle ID (VIN), the time when the service is used, type of service, whether the airbags have been deployed, whether the seatbelt tensioners have been deployed, current amount of fuel, current temperature

inside and outside the vehicle, whether doors and windows are locked or opened as well as the vehicle's last six locations.

- Other information that can be linked to the customer includes phone calls with people in the vehicle, the service centre that supplied the service and records created by the service centre operator.

Who may have access to the personal data?

Volvo uses subcontractors in order to provide the service. These subcontractors work on behalf of Volvo and may only process personal data to the extent required in order to provide the service. All subcontractors are bound by agreements requiring them to observe confidentiality and to treat personal data in accordance with legislation in force.

Screening procedures

The personal data required to supply the service are stored during the agreement period and thereafter for as long as required in order for Volvo to fulfil its obligations in accordance with the law and other statutes. Data generated during the events covered by the service are deleted three months after the incident occurred.

Correction and extracts from the register

Private individuals are entitled to request that inaccurate information be corrected and to obtain extracts from the register that show what per-

sonal data are being processed. To correct personal data, please contact Volvo's customer service. A request for an extract from the register must be made in writing and be signed by the applicant, and include information on name, address and customer number. The request must be sent to Volvo Personvagnar AB, Data Protection Officer, Dept. 50090, HB3S, 405 31 Göteborg, Sweden.

Consent to the processing of personal data

By activating the subscription in accordance with what is stated in the instructions in this document, the user agrees to the processing of personal data that is carried out in connection with the VOC service.

Related information

- Volvo On Call* (p. 4)
- Using Volvo On Call* (p. 4)

