



VOLVO ON CALL



# **VOLVO ON CALL**

This document describes the functionality of the Volvo On Call 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.

# TABLE OF CONTENTS

## **VOLVO ON CALL**

|  |    |  |    |
|--|----|--|----|
| Volvo On Call*   | 4  | Prioritising between Volvo On Call* service centre and emergency call centre | 20 |
| Getting started with Volvo On Call*  | 5  | PIN code for Volvo On Call*  | 20 |
| Comfort and control with the Volvo On Call app                                       | 5  | Buying or selling a car with Volvo On Call*                                  | 21 |
| Help with Volvo On Call*   | 6  | Standby battery for Volvo On Call*   | 22 |
| Automatic collision alarm with Volvo On Call*  | 6  | Personal information and Volvo On Call*                                      | 22 |
| Emergency assistance with Volvo On Call*   | 8  |  |    |
| Help during a trip with Volvo On Call*   | 9  |  |    |
| Remote unlocking and remote locking with Volvo On Call*                              | 10 |  |    |
| Theft Notification with Volvo On Call*   | 11 |  |    |
| Stolen Vehicle Tracking with Volvo On Call*  | 11 |  |    |
| Remote vehicle immobiliser with Volvo On Call*                                       | 12 |  |    |
| Customer service via Volvo On Call*  | 13 |  |    |
| Send destinations to the car's navigation system via a Volvo On Call* service centre | 13 |  |    |
| Volvo On Call* markets   | 14 |  |    |
| Volvo On Call* services per market   | 15 |  |    |
| Volvo On Call* idle mode and availability  | 16 |  |    |
| Volvo On Call* abroad  | 16 |  |    |
| Phone number for the Volvo On Call* service centre                                   | 17 |  |    |

VOLVO ON CALL

## Volvo On Call\*

Volvo On Call<sup>1</sup> provides direct contact to the car as well as extra comfort and assistance 24 hours a day.

The functions are available via the Volvo On Call app<sup>2</sup> as well as the **ON CALL** button and the **SOS** button in the car's roof:



For example, you can lock or unlock the car or check the fuel level directly on a phone via the Volvo On Call app. If an accident occurs, emergency assistance can be sent to the car in the form of e.g. ambulance and police. Roadside assistance can be called for less urgent problems, such as a puncture.

<sup>1</sup> Availability depends on market.

<sup>2</sup> App functions vary between markets.

<sup>3</sup> The services vary between markets.

### **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 Volvo On Call app and **ON CALL** button can be used for all other services<sup>3</sup>, including roadside assistance.

### Volvo On Call system

Volvo On Call is linked to the car's safety and alarm systems as well as other systems in the car, such as locking and climate control. The car has a built-in modem for communication with a Volvo On Call service centre and the Volvo On Call app. GNSS (Global Navigation Satellite System) is used to locate the car.

### Contact service centre

To contact a Volvo On Call service centre, use the car's **ON CALL** button or the Volvo On Call app. You can also call a Volvo On Call service centre.

### **i** NOTE

All calls with the Volvo On Call service centre may be recorded.

### Related information

- Getting started with Volvo On Call\* (p. 5)
- Comfort and control with the Volvo On Call app (p. 5)
- Help with Volvo On Call\* (p. 6)
- Personal information and Volvo On Call\* (p. 22)
- Volvo On Call\* idle mode and availability (p. 16)
- Phone number for the Volvo On Call\* service centre (p. 17)
- Volvo On Call\* markets (p. 14)

## Getting started with Volvo On Call\*

This article describes what you need to get started with Volvo On Call.

### Preparations

Volvo On Call is a factory option, and the driver should have downloaded the Volvo On Call and tested it in demo mode before collecting the car from the dealer. This makes it possible to explore the majority of functions and provides information on how the app is used. The app is free.

### Activation of Volvo On Call

When the car is collected, the retailer activates the Volvo On Call system and the owner receives an automatically generated PIN code for Volvo On Call. This PIN code is used for security reasons to identify the owner of the car (or another approved person such as a family member) and works like a car key.

### Volvo On Call subscription

The car must have a valid Volvo On Call subscription.

The 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. Contact a Volvo dealer for assistance.

#### NOTE

Automatic Crash Notification, the **SOS** button and roadside assistance via the **On Call** button also work without a subscription.

### Volvo ID and connecting the Volvo On Call app to a car

A Volvo ID is needed to use Volvo On Call. After having created a Volvo ID, the Volvo On Call app needs to be connected to the car.

#### NOTE

Note that to be able to use the Volvo On Call app, both the owner and the car have to have valid Volvo On Call subscriptions.

### Buying a used car with Volvo On Call

When buying a used Volvo with Volvo On Call, it is important to delete data from the previous owner and add your own details to make the service work. Visit a Volvo dealer for assistance.

### Related information

- PIN code for Volvo On Call\* (p. 20)
- Buying or selling a car with Volvo On Call\* (p. 21)
- Phone number for the Volvo On Call\* service centre (p. 17)
- Comfort and control with the Volvo On Call app (p. 5)

## Comfort and control with the Volvo On Call app

Volvo On Call users always have direct contact with their cars via the Volvo On Call app.

For example, it is possible to see whether bulbs need to be replaced and whether washer fluid needs to be topped up. It is possible to lock and unlock the car, check the fuel level and show the nearest petrol station. Preconditioning can also be set and started by the car's parking climate control or the engine remote start function (ERS<sup>4</sup>).

Volvo On Call app is updated regularly. Up-to-date information on available functions for different car models can be found at [support.volvocars.com](http://support.volvocars.com).

The Volvo On Call app is available for iOS, Android and Windows Mobile. Download it free-of-charge from Apple AppStore, Google Play or Windows Phone Store.

### Related information

- Volvo On Call\* (p. 4)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Getting started with Volvo On Call\* (p. 5)
- Help with Volvo On Call\* (p. 6)

## Help with Volvo On Call\*

Volvo On Call can provide extra security and assistance if you have a puncture, your engine breaks down or you have an accident.

Volvo On Call not only offers additional comfort and control via the app, but also a range of auxiliary services via the **SOS** and **ON CALL** buttons on the roof, such as emergency assistance in the event of an accident, theft warning, roadside assistance and remote unlocking.

### Related information

- Automatic collision alarm with Volvo On Call\* (p. 6)
- Emergency assistance with Volvo On Call\* (p. 8)
- Help during a trip with Volvo On Call\* (p. 9)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Theft Notification with Volvo On Call\* (p. 11)
- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)
- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Comfort and control with the Volvo On Call app (p. 5)

- Phone number for the Volvo On Call\* service centre (p. 17)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)

## Automatic collision alarm with Volvo On Call\*

If a collision occurs, the car reports this automatically to a Volvo On Call service centre, or closest emergency call centre, which can send out emergency assistance.

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<sup>4</sup> Engine Remote Start is available on certain markets and in certain models.



## Volvo On Call Service Centre<sup>5</sup>

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 a Volvo On Call service centre. The following will occur:

1. A message, containing car position, etc., is sent automatically from the car to a Volvo On Call service centre.
2. The Volvo On Call 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 Volvo On Call Service Centre then contacts the necessary assistance (police, ambulance, towing, etc.).

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

## Prioritise public emergency number<sup>5</sup>

It is possible to set up the system so that the car phones a public emergency call centre instead of a Volvo On Call service centre. See the separate instructions.

## Closest emergency call centre<sup>6</sup>

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 directly to the closest emergency call centre. The following will occur:

1. The emergency call centre establishes verbal contact with the car's driver and tries to find out the extent of the collision and the need for help.
2. The emergency call centre sends the necessary assistance (police, ambulance, towing, etc.).

## Emergency number

When the collision alarm is activated the system attempts to establish contact with the country's Volvo On Call service centre. If this is not possible, then the call is routed to the designated emergency number for the area where the car is located.

## Related information

- Volvo On Call\* (p. 4)
- Prioritising between Volvo On Call\* service centre and emergency call centre (p. 20)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)
- Emergency assistance with Volvo On Call\* (p. 8)

- Help during a trip with Volvo On Call\* (p. 9)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Theft Notification with Volvo On Call\* (p. 11)
- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)
- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Volvo On Call\* abroad (p. 16)

<sup>5</sup> Applies to Volvo On Call markets of type A.

<sup>6</sup> Applies to Volvo On Call markets of type B.

## Emergency assistance with Volvo On Call\*

Press the **SOS** button to contact a Volvo On Call service centre, or the closest emergency call centre in an emergency situation.

### Volvo On Call Service Centre<sup>7</sup>

To summon help in case of illness, external threats to the car or passengers, a Volvo On Call service centre can be alerted manually by depressing the **SOS** button for at least 2 seconds. A Volvo On Call service centre is notified, advised of the car's position and attempts to establish verbal contact with the driver to agree on the type of assistance required.

If verbal contact cannot be established, the Volvo On Call Service Centre contacts the necessary assistance (police, ambulance, recovery, etc.) to help with the appropriate action.

### Prioritise public emergency number<sup>7</sup>

It is possible to set up the system so that the car phones a public emergency call centre instead of a Volvo On Call service centre. See the separate instructions.

### Closest emergency call centre<sup>8</sup>

To summon help in case of illness, external threats to the car or passengers, the closest emergency call centre can be alerted manually by depressing the **SOS** button for at least 2 seconds. The necessary assistance (police, ambulance, towing, etc.) can be determined via verbal contact.

#### **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 Volvo On Call app and **ON CALL** button can be used for all other services<sup>9</sup>, including roadside assistance.

### Emergency number

When the collision alarm is activated the system attempts to establish contact with the country's Volvo On Call service centre. If this is not possible, then the call is routed to the designated emergency number for the area where the car is located.

The **ON CALL** - and **SOS** buttons can be deactivated when the car's electrical system is in ignition position **I, II** or if the engine is running:

1. Press **Settings**.
2. Press **Communication** → **Volvo On Call**.
3. Select **SOS/On Call button lock** to deactivate.

### Related information

- Volvo On Call\* (p. 4)
- Prioritising between Volvo On Call\* service centre and emergency call centre (p. 20)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)
- Automatic collision alarm with Volvo On Call\* (p. 6)
- Help during a trip with Volvo On Call\* (p. 9)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Theft Notification with Volvo On Call\* (p. 11)
- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)

<sup>7</sup> Applies to Volvo On Call markets of type A.

<sup>8</sup> Applies to Volvo On Call markets of type B.

<sup>9</sup> The services vary between markets.

- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Volvo On Call\* abroad (p. 16)

## Help during a trip with Volvo On Call\*

If you have a puncture, run out of fuel or your battery is discharged, for example, you can summon assistance with the **ON CALL** button or the Volvo On Call app.

If you hold down the **ON CALL** button in the roof for at least 2 seconds, verbal contact will be established between the Volvo On Call service centre and the driver. The aim of this is to agree on what assistance is required.

You can also phone the Volvo On Call service centre, but the car has to be online for the operator to be able to view the car's status and position.

### 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 Volvo On Call app and **ON CALL** button can be used for all other services<sup>10</sup>, including roadside assistance.

The **ON CALL** - and **SOS** buttons can be deactivated when the car's electrical system is in ignition position **I, II** or if the engine is running:

1. Press **Settings**.
2. Press **Communication** → **Volvo On Call**.
3. Select **SOS/On Call button lock** to deactivate.

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

### Related information

- Volvo On Call\* (p. 4)
- Automatic collision alarm with Volvo On Call\* (p. 6)
- Emergency assistance with Volvo On Call\* (p. 8)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Theft Notification with Volvo On Call\* (p. 11)
- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)
- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Volvo On Call\* abroad (p. 16)
- Phone number for the Volvo On Call\* service centre (p. 17)

<sup>10</sup> The services vary between markets.

## Remote unlocking and remote locking with Volvo On Call\*

The car can be unlocked remotely via the Volvo On Call service centre. It can also be locked and unlocked using the Volvo On Call app.

### Remote Door Unlock via a Volvo On Call service centre<sup>11</sup>

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 Volvo On Call service centre after the required verification with PIN code has been approved. Following which, the Volvo On Call Service Centre unlocks the car remotely according to agreement.

1. Contact a Volvo On Call service centre via the Volvo On Call app (or call with a phone).
2. When the Volvo On Call 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. Press gently once on the rubberised pressure plate underneath the boot lid/tailgate handle to unlock the car.  
> Now all doors can be opened as normal.

#### **i** NOTE

If the rubberised pressure plate on the boot lid/tailgate is not depressed within a certain time, predetermined by a Volvo On Call service centre, the car will be locked again.

#### **i** NOTE

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

### Locking/unlocking using the app

Status for all doors and windows is shown. The driver can lock and unlock the car remotely for up to five days after the car has been locked. For security reasons, a password is required for your Volvo ID when the car is unlocked via the Volvo On Call app.

### Related information

- Comfort and control with the Volvo On Call app (p. 5)
- Phone number for the Volvo On Call\* service centre (p. 17)
- Automatic collision alarm with Volvo On Call\* (p. 6)
- Emergency assistance with Volvo On Call\* (p. 8)
- Help during a trip with Volvo On Call\* (p. 9)
- Theft Notification with Volvo On Call\* (p. 11)
- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)
- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)

<sup>11</sup> Applies to Volvo On Call markets of type A.

## Theft Notification with Volvo On Call\*

When the car's alarm is activated, the car owner receives a message to the phone number registered with the dealer and then a push notice to the Volvo On Call app.

If the alarm is not switched off within a short period, an operator at a Volvo On Call service centre is automatically alerted<sup>12</sup>. The operator attempts to contact the car owner by phone. If it turns out that the car is being used by an unauthorised person, tracking can be started. The police are then linked in.

If the alarm is switched off using the remote control key, the service is cancelled.

### Related information

- Comfort and control with the Volvo On Call app (p. 5)
- Phone number for the Volvo On Call\* service centre (p. 17)
- Automatic collision alarm with Volvo On Call\* (p. 6)
- Emergency assistance with Volvo On Call\* (p. 8)
- Help during a trip with Volvo On Call\* (p. 9)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)

- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)
- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)

## Stolen Vehicle Tracking with Volvo On Call\*<sup>13</sup>

If car theft is suspected, contact a Volvo On Call service centre via the Volvo On Call app or a phone call to attempt to locate the car.

If theft or other unauthorised use of the car has been discovered, then the car's owner along with the police and the Volvo On Call service centre agree that the car should be traced. The Volvo On Call 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 was opened and stolen with the associated key.

### **i** NOTE

A condition for the car to be tracked is that the matter is reported to the police. Volvo On Call will only give information to the police.

### Related information

- Phone number for the Volvo On Call\* service centre (p. 17)
- Automatic collision alarm with Volvo On Call\* (p. 6)

<sup>12</sup> Does not apply to Volvo On Call markets of type B.

## VOLVO ON CALL

- Emergency assistance with Volvo On Call\* (p. 8)
- Help during a trip with Volvo On Call\* (p. 9)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Theft Notification with Volvo On Call\* (p. 11)
- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)
- Volvo On Call\* abroad (p. 16)

### Remote vehicle immobiliser<sup>14</sup> with Volvo On Call\*

In the event of car theft, an immobiliser can be activated remotely.

If the car has been stolen then the owner can contact a Volvo On Call service centre (via phone or the Volvo On Call app) or the authorities.

#### NOTE

This also applies if the car was opened and stolen with the associated key.

After having been in contact with the authorities, the Volvo On Call 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 Volvo On Call Service Centre and when the required verification with PIN code has been approved. Following which, the Volvo On Call service centre performs activation of the car.

#### Related information

- Phone number for the Volvo On Call\* service centre (p. 17)
- Automatic collision alarm with Volvo On Call\* (p. 6)

- Emergency assistance with Volvo On Call\* (p. 8)
- Help during a trip with Volvo On Call\* (p. 9)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Theft Notification with Volvo On Call\* (p. 11)
- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)

<sup>13</sup> Does not apply to Volvo On Call markets of type B.

<sup>14</sup> Applies to certain Volvo On Call markets of type A.

## Customer service via Volvo On Call<sup>15</sup>

Press the **ON CALL** button for answers to general customer questions.

For questions on using the car, the **ON CALL** button can be used to make contact with a Volvo On Call service centre. An operator is available to answer 24 hours a day.

Other ways of contacting the Volvo On Call service centre are to use the Volvo On Call app or phoning.

### Related information

- Automatic collision alarm with Volvo On Call\* (p. 6)
- Emergency assistance with Volvo On Call\* (p. 8)
- Help during a trip with Volvo On Call\* (p. 9)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Theft Notification with Volvo On Call\* (p. 11)
- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)
- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)

- Phone number for the Volvo On Call\* service centre (p. 17)

## Send destinations to the car's navigation system via a Volvo On Call\* service centre

Contact a Volvo On Call service centre to have destinations sent directly to the car's navigation system<sup>16</sup>.

Press the **ON CALL** button in the car's roof for help with finding e.g. a restaurant, a hotel, a workshop, a tourist attraction or another destination. An operator sends the destination to the car, and the destination can be added as an intermediate destination or destination in the centre display.

It is possible to ask the operator at the Volvo On Call service centre for several destinations during the same call. However, they will be sent to the car one at a time.

### Related information

- Automatic collision alarm with Volvo On Call\* (p. 6)
- Emergency assistance with Volvo On Call\* (p. 8)
- Help during a trip with Volvo On Call\* (p. 9)
- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Theft Notification with Volvo On Call\* (p. 11)
- Stolen Vehicle Tracking with Volvo On Call\* (p. 11)

<sup>15</sup> Does not apply to certain Volvo On Call markets of type B.



## VOLVO ON CALL

- Remote vehicle immobiliser with Volvo On Call\* (p. 12)
- Customer service via Volvo On Call\* (p. 13)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)
- Phone number for the Volvo On Call\* service centre (p. 17)

### Volvo On Call\* markets

The market types which have Volvo On Call are listed below. Not all services are available due to market type. The services that are available per market are described separately and are shown in the description of each service.

| Market             | Market type |   |
|--------------------|-------------|---|
|                    | A           | B |
| Albania            |             | X |
| Belgium            | X           |   |
| Bosnia-Herzegovina |             | X |
| Brazil             | X           |   |
| Bulgaria           |             | X |
| Cyprus             |             | X |
| Denmark            | X           |   |
| Estonia            |             | X |
| Finland            | X           |   |
| France             | X           |   |
| Greece             |             | X |
| Ireland            | X           |   |
| Iceland            |             | X |

| Market      | Market type |   |
|-------------|-------------|---|
|             | A           | B |
| Israel      |             | X |
| Italy       | X           |   |
| Canada      | X           |   |
| Kazakhstan  | X           |   |
| China       | X           |   |
| Kosovo      |             | X |
| Croatia     |             | X |
| Latvia      |             | X |
| Lithuania   |             | X |
| Luxembourg  | X           |   |
| Macedonia   |             | X |
| Malta       |             | X |
| Moldova     |             | X |
| Montenegro  |             | X |
| Netherlands | X           |   |
| Norway      | X           |   |
| Poland      | X           |   |

<sup>16</sup> Applies to certain markets and cars with Sensus Navigation\*.



| Market         | Market type    |                |
|----------------|----------------|----------------|
|                | A              | B              |
| Portugal       | X              |                |
| Romania        |                | X              |
| Russia         | X <sup>A</sup> |                |
| Czech Republic |                | X              |
| Germany        | X              |                |
| Switzerland    | X              |                |
| Serbia         |                | X              |
| Slovakia       |                | X              |
| Slovenia       |                | X              |
| Spain          | X              |                |
| UK             | X              |                |
| Sweden         | X              |                |
| Turkey         |                | X              |
| Belarus        | X              |                |
| Ukraine        |                | X <sup>A</sup> |
| Hungary        |                | X              |

| Market  | Market type |   |
|---------|-------------|---|
|         | A           | B |
| USA     | X           |   |
| Austria | X           |   |

<sup>A</sup> Volvo On Call is not available in the Crimea.

### Latest information

Volvo On Call is becoming available in an increasing number of locations. See [support.volvocars.com](http://support.volvocars.com) or contact a Volvo dealer for the latest information about where Volvo On Call is available.

### Related information

- Volvo On Call\* (p. 4)
- Volvo On Call\* services per market (p. 15)

## Volvo On Call\* services per market

The market types in which Volvo On Call services are available are presented below.

| Services  | Market type    |                |
|---|----------------|----------------|
|   | A              | B              |
| Volvo On Call app   | X              | X              |
| Automatic Crash Notification                                    | X              | X              |
| SOS Emergency Service   | X              | X              |
| Roadside Assistance   | X              | X              |
| Remote Door Unlock via a service centre                         | X              |                |
| Theft notification via service centre                           | X              |                |
| Stolen Vehicle Tracking   | X              |                |
| Remote Vehicle Immobilisation                                   | X <sup>A</sup> |                |
| Customer service  | X              | X <sup>B</sup> |
| Send destinations to the navigation system via a service centre | X <sup>A</sup> |                |

<sup>A</sup> Only certain Volvo On Call markets of type A

<sup>B</sup> Only certain Volvo On Call markets of type B

### More information on the Volvo Cars support page

Visit [support.volvocars.com](http://support.volvocars.com) for more information on Volvo On Call services and app functions.



#### ◀ Related information

- Volvo On Call\* (p. 4)
- Volvo On Call\* markets (p. 14)

### Volvo On Call\* idle mode and availability

The Volvo On Call system's functions are available a certain time after the remote control key has been removed.

Once the remote control key has been removed from the car, the 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<sup>17</sup>.

#### WARNING

The system's services only work in areas where Volvo On Call partners have mobile coverage and on markets where Volvo On Call 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.

#### Related information

- Volvo On Call\* (p. 4)
- Standby battery for Volvo On Call\* (p. 22)
- Volvo On Call\* markets (p. 14)
- Volvo On Call\* services per market (p. 15)
- Volvo On Call\* abroad (p. 16)

### Volvo On Call\* abroad

Volvo On Call services may vary when driving between countries.

When you press the **SOS** button you are always connected to the Volvo On Call service centre in the market where the car is located. If there is no Volvo On Call service centre, the closest emergency call centre is contacted.

When you press the **ON CALL** button you are always connected to your home country's Volvo On Call service centre.

However, in countries without roaming agreement, there are no Volvo On Call services available.

For more information, contact a Volvo dealer.

#### Related information

- Volvo On Call\* (p. 4)
- Volvo On Call\* markets (p. 14)

<sup>17</sup> Availability of the functions may vary.

## Phone number for the Volvo On Call\* service centre

| Country            | Dialling in home country | Dialling abroad   |
|--------------------|--------------------------|-------------------|
| Albania            | +385 162 698 40          | +385 162 698 40   |
| Belgium            | 02 773 62 22             | +32 2 773 62 22   |
| Bosnia-Herzegovina | +385 162 698 40          | +385 162 698 40   |
| Brazil             | 0800 70 775 90           | Not applicable    |
| Bulgaria           | +359 291 146             | +359 291 146      |
| Cyprus             | +357 777 724 33          | +357 777 724 33   |
| Denmark            | 070 21 50 53             | +45 702 150 53    |
| Estonia            | 80 07 777                | +372 602 23 65    |
| Finland            | 09 374 77 310            | +358 9 374 77 310 |
| France             | 0810 800 454             | +33 1 49 93 72 79 |
| Greece             | +30 210 9988 199         | +30 210 9988 199  |
| Ireland            | 01 637 36 50             | +353 1 637 36 50  |
| Iceland            | +354 515 70 00           | +354 515 70 00    |
| Israel             | +972 773 601 417         | +972 773 601 417  |
| Italy              | 02 266 29 271            | +39 02 266 29 271 |
| Canada             | 855 399 4691             | +1 855 399 4691   |
| Kazakhstan         | +7 495 212 24 68         | +7 495 212 24 68  |



## VOLVO ON CALL



| <b>Country</b>                          | <b>Dialling in home country</b> | <b>Dialling abroad</b>       |
|---|---------------------------------|------------------------------|
| China                                   | 400 606 1635 <sup>A</sup>       | +86 40 606 1635 <sup>A</sup> |
| Kosovo                                  | +385 162 698 40                 | +385 162 698 40              |
| Croatia                                 | +385 162 698 40                 | +385 162 698 40              |
| Latvia                                  | 800 070 77                      | +371 661 008 21              |
| Lithuania                               | 8 800 100 18                    | +370 521 650 10              |
| Luxembourg (customer centre in Belgium) | +32 2 773 62 22                 | +32 2 773 62 22              |
| Macedonia                               | +385 162 698 40                 | +385 162 698 40              |
| Malta                                   | +356 255 925 64                 | +356 255 925 64              |
| Moldova                                 | +373 225 789 13                 | +373 225 789 13              |
| Montenegro                              | +385 162 698 40                 | +385 162 698 40              |
| Netherlands                             | 020 851 22 78                   | +31 20 851 22 78             |
| Norway                                  | 800 30 060                      | +47 22 32 39 50              |
| Poland                                  | +48 22 537 43 43                | +48 22 537 43 43             |
| Portugal                                | 800 206 670                     | +351 219 429 107             |
| Romania                                 | 313 200 200                     | +36 145 844 47               |
| Russia                                  | +7 495 212 24 68                | +7 495 212 24 68             |
| Switzerland                             | 044 283 35 70                   | +41 44 283 35 70             |
| Serbia                                  | +385 162 698 40                 | +385 162 698 40              |
| Slovakia                                | +421 258 252 186                | +421 258 252 186             |

| Country        | Dialling in home country | Dialling abroad    |
|----------------|--------------------------|--------------------|
| Slovenia       | +385 162 698 40          | +385 162 698 40    |
| Spain          | 091 325 55 09            | +34 91 325 55 09   |
| UK             | 0800 587 9848            | +44 20 860 39 848  |
| Sweden         | 020 55 55 66             | +46 31 518 335     |
| Czech Republic | +420 800 050 296         | +420 296 787 297   |
| Turkey         | 444 4 858                | +90 212 356 13 17  |
| Germany        | 089 208 018 747          | +49 89 208 018 747 |
| Belarus        | +7 495 212 24 68         | +7 495 212 24 68   |
| Ukraine        | 0800 303 555             | +380 444 950 078   |
| Hungary        | 06 80 200 269            | +36 1 345 17 75    |
| USA            | 855 399 4691             | +1 855 399 4691    |
| Austria        | +43 1 525 03 6244        | +43 1 525 03 6244  |

A The phone number does not apply to the Information and concierge service or roadside assistance.

### Related information

- Volvo On Call\* (p. 4)
- Volvo On Call\* idle mode and availability (p. 16)

## Prioritising between Volvo On Call\* service centre and emergency call centre<sup>18</sup>

Choose whether the car should phone the Volvo On Call service centre or the emergency call centre in an emergency.

In cars with Volvo On Call<sup>19</sup>, it is possible to set whether the car should contact a Volvo On Call service centre or the public emergency call centre when the automatic collision alarm is triggered or when the **SOS** button is pressed.

The car's factory setting is to primarily contact a Volvo On Call service centre.

To change this:

1. Press **Settings** in the top view in the centre display.
2. Press **Communication** → **Volvo On Call**.
3. Select **Prioritise public call center over Volvo call center** if you want to contact the public emergency call centre directly.

|  |             |
|--|-------------|
| <b>i</b>   | <b>NOTE</b> |
| <p>When contact with a Volvo On Call service centre is given priority, more information is transmitted from the car and more extensive help can be given than if the public emergency call centre is the primary contact. If contact with the service centre cannot be established, the car contacts the public emergency call centre instead.</p> <p>If, on the other hand, the public emergency call centre is given priority and it is not possible to establish contact, no attempt is made to reach the Volvo On Call service centre instead.</p> |             |

### Related information

- Automatic collision alarm with Volvo On Call\* (p. 6)
- Emergency assistance with Volvo On Call\* (p. 8)

## PIN code for Volvo On Call\*

For security reasons, a PIN code is used to identify that a person is authorised to perform Volvo On Call services in a certain car.

The four-digit PIN code is generated automatically by a Volvo On Call service centre or an authorised Volvo dealer. The code is sent to the car owner to identify people who are authorised to perform certain Volvo On Call services.

### Using a Volvo On Call PIN code

The Volvo On Call PIN code is required for the following services, for security reasons:

- Creating a link between the Volvo On Call app and your Volvo
- Remote unlocking of your car via a Volvo On Call service centre<sup>20</sup>
- When you start tracking a stolen car via a Volvo On Call service centre<sup>20</sup>
- When you create new app users for your car
- When you cancel your Volvo On Call subscription via the app, e.g. when the car changes owners

<sup>18</sup> Only applies to S60, S60 Twin Engine, V60, V60 Twin Engine and V60 Cross Country

<sup>19</sup> Applies to Volvo On Call markets of type A.

<sup>20</sup> Does not apply to Volvo On Call markets of type B.

### Forgotten or change of PIN code

If the PIN code has been forgotten or needs to be changed (e.g. when buying a used car with Volvo On Call), contact

- a dealer or
- Volvo On Call service centre<sup>20</sup> via the **ON CALL** button, the Volvo On Call app or a normal phone call.

The new code is sent to the car owner.

### Incorrect PIN code has been entered for the app repeatedly

If an incorrect PIN code has been entered ten times in a row, the account will be locked. 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 previous app account was created.

### Difference between a Volvo ID password and a Volvo On Call PIN code

The password for Volvo ID is required to log in to the Volvo On Call app. The PIN code for Volvo On Call is the four-digit code used for the services referred to above. The PIN code shows that the user is authorised.

### Related information

- Volvo On Call\* (p. 4)
- Getting started with Volvo On Call\* (p. 5)

- Remote unlocking and remote locking with Volvo On Call\* (p. 10)
- Comfort and control with the Volvo On Call app (p. 5)
- Buying or selling a car with Volvo On Call\* (p. 21)

### Buying or selling a car with Volvo On Call\*

After changing owner, it is essential to cancel the Volvo On Call service.

### Closing the Volvo On Call 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 closed using the Volvo On Call 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. This is performed via the settings menu in the centre display.

The owner should not change or delete their Volvo ID when the car is sold. Volvo ID is personal. On the other hand, the car ownership and the link between the Volvo On Call app and the car must be terminated.

### Change of owner when changing country

When a car is purchased and imported to a different country, the owner should take care to visit a dealer in the country in which the car is purchased. They should then delete all customer data in their systems. In the country to which the car is imported, the owner should contact a

<sup>20</sup> Does not apply to Volvo On Call markets of type B.



- ◀◀ dealer for help with starting the Volvo On Call service.

### Starting the Volvo On Call service

Buying a used car with Volvo On Call:

The new owner contacts their Volvo dealer, who transfers the time remaining on the subscription to the new owner. The dealer deletes the previous owner's information unless this has already been done. It is important that the contact details are updated for Volvo On Call to work and that the previous owner does not have access to Volvo On Call services in the car.

The Volvo dealer notifies the new owner of the status of the car's Volvo On Call subscription. The new owner receives a personal, four-digit PIN code that is required for identification as the owner (or other authorised person) and to be allowed to access certain services. If the owner does not already have a Volvo ID, this needs to be created so that the Volvo On Call app can then be connected to the car.

### Related information

- Comfort and control with the Volvo On Call app (p. 5)
- PIN code for Volvo On Call\* (p. 20)
- Phone number for the Volvo On Call\* service centre (p. 17)

### Standby battery for Volvo On Call\*

If the car is unpowered, the main battery is replaced by the Volvo On Call standby battery.

The standby battery has a limited service life. When the battery needs service or replacement, a message, **Volvo On Call Service required**, is shown in the driver display.

If the message remains, contact an authorised Volvo workshop.

### Related information

- Volvo On Call\* (p. 4)

### Personal information and Volvo On Call\*

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

Volvo Car Corporation is responsible for the personal data processed in connection with the service. All processing is performed in accordance with good practice and current legislation with regard to the processing of personal data.

### Purpose of the data processing

Personal data is used by Volvo Cars 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 information that is processed with regard to Volvo On Call comprises mainly of the following three categories.

- Personal data that the customer provides in connection with activation of the Volvo On Call and in other contacts with Volvo Cars 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 Volvo On Call 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 Cars 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 current legislation.

### **Screening procedures**

The personal data required to supply the Volvo On Call service is stored during the agreement period and thereafter for as long as required in order for Volvo Cars to fulfil its obligations in accordance with the law and other statutes. Data generated during events covered by Volvo On Call is deleted 100 days after the event 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 personal 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 Volvo On Call service.

### **Related information**

- Volvo On Call\* (p. 4)





**V O L V O**