



VOLVO ON CALL WITH SENSUS CONNECT

VÄLKOMMEN!

We trust that you will enjoy many years of safe driving in your Volvo, an automobile designed with your safety and comfort in mind. To help get the most from your Volvo, we urge you to familiarize yourself with the instructions and maintenance information in this owner's manual. The owner's manual can also be found in a mobile app (Volvo manual) and on Volvo Car's support site at support.volvocars.com.

We also urge you and your passengers to wear seat belts at all times in this (or any other) vehicle. And, of course, please do not operate a vehi-

cle if you may be affected by alcohol, medication or any impairment that could hinder your ability to drive.

Your Volvo is designed to meet all applicable federal safety and emission standards. If you have any questions regarding your vehicle, please contact your Volvo retailer or see the article "Contacting Volvo" for information on getting in touch with Volvo in the United States and Canada.

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VOLVO ON CALL WITH SENSUS CONNECT

Volvo On Call (VOC)*

VOC is an integrated, **subscription-based** system that provides emergency, roadside assistance and security services.

VOC is connected to the vehicle's airbag and alarm systems. The vehicle has an integrated Global System for Mobile Communications (GSM) module that handles communication between the vehicle and the VOC customer service center.



The Volvo On Call buttons

The **SOS** and **ON CALL** buttons form the basis for communication between the vehicle and the VOC customer service center.

- **SOS** button: press in emergency situations.
- **ON CALL** button: press to contact the customer service center when roadside assistance is required.

See also Using Volvo On Call (p. 5) for additional information.

Availability

From the time that the remote key has been removed from the vehicle, VOC's functions remain available for 5 full days and subsequently once an hour for the following three weeks. After three weeks have elapsed, the system will remain switched off until the engine is started.

VOC uses GPS (Global Positioning System) to locate the vehicle and its integrated GSM module to enable communication with the VOC customer service center.

WARNING

The system can only function in areas where there is adequate cellular network coverage.

Just as in the case of cell phones, atmospheric disturbances or areas with relatively few GSM transmitters can make it impossible for VOC to make a connection, for example, in rural areas.

Subscriptions

A free trial subscription is initiated when the vehicle is purchased and VOC is activated. The subscription has a time limit but can be extended by contacting your Volvo retailer.

Convenience services

- The VOC mobile app.

Safety services

- Automatic alarm.
- Manual alarm.
- Roadside assistance.

Security services

- Theft notification.
- Remote door unlock.
- Remote vehicle immobilizer.

Change of owners

When the vehicle changes owners, it is essential to transfer the VOC subscription to the new owner, see Changing ownership of a vehicle with Volvo On Call (p. 16).

Information on the Internet

Go to www.volvocars.com/us/voc or www.volvocars.com/ca for additional information about Volvo On Call.

Volvo ID

A personal Volvo ID makes it possible to e.g., log onto the VOC mobile app. Your Sensus Infotainment supplement contains information about creating a Volvo ID and the features it offers.

Geographic coverage

Volvo On Call is available in the United States and Canada.

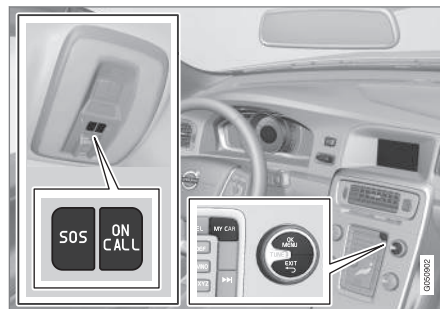
* Option/accessory, for more information, see Introduction.

Related information

- Volvo On Call overview (p. 5)
- Using Volvo On Call (p. 5)
- Volvo On Call (VOC)* functions (p. 6)
- Volvo On Call geographic coverage (p. 13)
- Volvo On Call customer service center phone number (p. 15)
- Volvo On Call PIN code (p. 16)
- Personal information (p. 16)

Volvo On Call overview

The following is an overview of the Volvo On Call controls.



SOS/ON CALL buttons in the ceiling console above the rear-view mirror, and center console controls

Related information

- Volvo On Call (VOC)* (p. 4)
- Using Volvo On Call (p. 5)
- Menu options for Volvo On Call * (p. 11)
- Volvo On Call display messages (p. 12)

Using Volvo On Call

Automatic alarm

In the event of an accident in which the seat belt pretensioners, airbags or the inflatable curtains have been triggered, a signal is transmitted automatically to the VOC customer service center, who send the appropriate type of assistance (ambulance, police, etc.) to the site.

The SOS button: emergency situations

Press and hold the **SOS** button for approx. 2 seconds to activate the manual alarm function.

Alternative to the SOS button

In the **MY CAR** normal view, press **OK/MENU** and select **Settings → Volvo On Call → SOS**.


The ON CALL button: roadside assistance

Press the **ON CALL** button for approx. 2 seconds to activate the roadside assistance functions, see Volvo On Call (VOC)* functions (p. 6).

Alternative to the ON CALL button

In the **MY CAR** normal view, press **OK/MENU** and select **Settings → Volvo On Call → On Call**.



 **NOTE**

The **SOS** button should only be used in an emergency situation such as an accident, illness or in the event of a threat to the occupants of the vehicle. Misusing this button could result in extra charges.

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

Canceling a call

A service call that has been initiated can be cancelled within 10 seconds by pressing the **EXIT** button on the steering wheel keypad or the center console.

Settings

Possible settings in the menu system include:

- **Key lock:** choose when the **SOS** and **ON CALL** buttons are to be activated. This function only allows the buttons to be activated when the ignition is in **I, II** or if the engine is running.
- **Activate subscription**
- **Deactivate subscription**
- **Activate service:** use to activate supplementary services such as roadside assistance.

Related information

- Menu options for Volvo On Call * (p. 11)
- Volvo On Call display messages (p. 12)
- Volvo On Call overview (p. 5)
- Contacting the VOC customer service center manually (p. 9)
- Using roadside assistance (p. 10)
- Remote door unlock (p. 11)

Volvo On Call (VOC)* functions

The following table provides an overview of the functions that are available from the VOC customer service center and the mobile app. Please note that these functions are subject to change. Contact your Volvo retailer or go to www.volvocars.com/us/voc or www.volvocars.com/ca for up-to-date information about the range of Volvo On Call functions and services.

Function	Cus- tomer service center	App ^A
Automatic alarm	X	
Manual alarm	X	
Roadside assistance	X	X
Theft notification	X	X
Remote Door Unlock	X	X
Remote Vehicle Immobilizer	X	
Engine remote start (ERS)		X
Locating the vehicle	X	X
Instrument panel information		X

Function	Cus- tomer service center	App ^A
Vehicle "checkup"		X
Driving logbook		X
Vehicle information		X

^A Some of these functions may not be available for all models.

Related information

- Convenience services for VOC (p. 7)
- Volvo On Call safety services (p. 10)
- Volvo On Call security services (p. 9)
- Volvo On Call mobile app (p. 7)

Convenience services for VOC

Convenience services are available by using the mobile app to e.g., remote-start the engine*, etc.

As a VOC user, a mobile app is available that enables you to have telephone contact from an iPhone or from Windows/Android phones with your vehicle when it is parked. With it, you can locate the vehicle, lock it from another location, check the fuel level and much more. Read more about this app in the following section.

Related information

- Volvo On Call (VOC)* functions (p. 6)

Volvo On Call mobile app

As a VOC user, you can download a mobile app that enables you to have telephone contact with your vehicle when it is parked.

Certain functions may not be available in all models.

The mobile app is updated regularly, which may result in this information not being completely up-to-date with respect to the functionality available. Go to www.volvocars.com/us/voc or www.volvocars.com/ca for additional information about the app.

The Volvo On Call mobile app is available for the iPhone and for Windows/Android phones and can be downloaded from Apple's AppStore, Windows Phone Store or Google Play.

A personal Volvo ID is required in order to use the mobile app.

For additional information about the Volvo ID, the features it offers and how to create it, see owner's information.

Locating the vehicle

The vehicle's location is shown on a map and directions to the vehicle can be provided. There is also a digital compass to help show the owner the right direction. When you are within approx. 100 yards/meters of the vehicle, you can activate its horn and turn signals to help locate it.



◀◀ The vehicle's instrument panel

This function provides information such as: the fuel level, range on the remaining fuel, average fuel consumption, average speed and odometer/trip odometer readings.

Vehicle "checkup"

The mobile app monitors the vehicle's condition and provides information about bulbs and the levels of brake fluid, coolant and engine oil.

Driving logbook

Detailed information about each trip made during the past 40 days can be saved and downloaded. All or part of this information can be exported from the mobile app to a spreadsheet format and sent to an email address. This is very useful for e.g., keeping track of business-related driving.

This function can be deactivated, in which case the vehicle will not transmit logbook information at the end of each trip.

Vehicle information

Basic information such as model, license plate number and VIN number are readily accessible.

Theft notification

If the vehicle's alarm is triggered, the owner will be informed via his/her cell phone.

Remote door unlock

The status of all doors and windows is provided. The owner can lock/unlock the vehicle from another location but for security reasons, the app's password is always required before the vehicle can be unlocked.

Engine remote start (ERS)*¹

ERS makes it possible to remotely start the engine using the remote key to enable the climate system to cool or heat the passenger compartment before driving.

When the engine starts, the climate and infotainment systems will restart using the same settings as when the engine was switched off.

You can choose to let the engine run for between 1 and 15 minutes before it automatically switches off again. After 2 ERS starts, the engine must be started in the normal way before ERS can be used again.

NOTE

Always observe applicable state, province and/or local laws regarding engine idling when using ERS.

Related information

- Volvo On Call (VOC)* functions (p. 6)
- Volvo On Call PIN code (p. 16)

WARNING

Keep the following in mind before using ERS:

- The vehicle should be in view.
- The vehicle should be unoccupied.
- The vehicle must not be parked indoors or in an enclosed area. Exhaust fumes are harmful to the health.

¹ Certain models only.

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

Volvo On Call security services

The Volvo On Call (VOC) security services are intended to provide assistance in threatening situations, if you are locked out of your vehicle, etc.

If the vehicle's normal electrical system is not functioning properly, VOC's reserve battery provides the system with current.

Theft notification

A signal will be sent automatically to the Volvo On Call customer service center in the event of a break-in or theft (if the vehicle's alarm has been triggered).

This service will be interrupted if the alarm is turned off using one of the vehicle's remote keys.

Remote door unlock

If the vehicle's remote key has been lost or locked in the car, the doors can be unlocked remotely within the following three weeks with assistance from the VOC customer service center, see Remote door unlock (p. 11).

Remote vehicle immobilizer

If the vehicle has been stolen, the owner or police can contact the VOC customer service center to have the vehicle's remote keys immobilized (deactivated).

NOTE

This applies even if the vehicle has been unlocked and started with one of its remote keys.

After contacting the owner/police, the VOC customer service center then deactivates the remote keys. Once the engine has been switched off, it can only be restarted if the owner/police has given the VOC customer service center authorization to reactivate the remote keys. Once this authorization has been verified (using your PIN code), the VOC customer service center will reactivate the remote keys.

Reserve battery

The reserve battery's service life is at least 1 year. If the battery's charge level goes below a certain level, the message **On Call Service required** will be displayed.

If the message remains on the screen, the battery's capacity should be checked by a trained and qualified Volvo service technician.

Related information

- Volvo On Call customer service center phone number (p. 15)
- Volvo On Call PIN code (p. 16)

Contacting the VOC customer service center manually

Contact the VOC customer service center to request assistance in emergency situations.

1. Press the **SOS** button for at least 2 seconds to request help in the event of illness, a threat to the occupants of the vehicle, etc.
2. The customer service center receives a signal for help and information about the vehicle's location.
3. The customer service center attempts to establish voice contact with the driver to determine the type of help required.

If voice contact is not possible, the VOC customer service then contacts the emergency services for appropriate action.

Related information

- Volvo On Call safety services (p. 10)
- Volvo On Call customer service center phone number (p. 15)

Using roadside assistance

You can request help in the event of a flat tire, if the battery is discharged, etc.

1. Press the **ON CALL** button for at least 2 seconds.
2. The VOC customer service center will establish voice contact with the driver to determine the type of assistance that is required.

Volvo On Call safety services

The Volvo On Call (VOC) safety services can be used in emergency situations.

Automatic alarm

In the event of certain types of accidents, a signal is transmitted automatically to the VOC customer service center, who take appropriate action according to the information that they receive.

The following occurs if the seat belt pretensioners, airbags or the inflatable curtains have been triggered:

1. A signal is transmitted automatically to the VOC customer service center with information about the vehicle's location and that an airbag, etc., has been triggered.
2. The VOC customer service center attempts to establish voice contact with the driver to determine the extent of the accident and the need for assistance.
3. The VOC customer service center then contacts the appropriate emergency service (police, ambulance, towing, etc.).

If voice contact is not possible, the VOC customer service then contacts the emergency services for appropriate action.

Manual alarm

Press **SOS** to contact the customer service center for help in emergency situations, see Contacting the customer service center manually.

Roadside assistance

Request help for e.g., flat tires, a discharged battery, if you have run out of fuel, etc., see Summoning roadside assistance.

Emergency number

When an emergency call has been initiated, VOC attempts to contact the customer service center. If this is not possible, the call will be transferred to the emergency 911 number instead.

Related information

- Using Volvo On Call (p. 5)

Remote door unlock

If necessary, your vehicle can be unlocked from the customer service center.

1. Contact the VOC customer service center at 855-399-4691 (this number applies in both the United States and Canada).
2. After confirming that the caller is the vehicle's owner or other authorized person (using your PIN code), the VOC customer service center sends a signal to the vehicle to unlock it.
3. The trunk/tailgate has to be opened to unlock the other doors. Press the rubber touch pad twice (V60/V60CC/XC60/XC70) or pull the handle (S60/S80).

NOTE

If the trunk/tailgate is not opened within the time period set by the VOC customer service center, it will relock.

4. Opening the doors will trigger the alarm. Turn off the alarm by pressing the unlock button on the remote key or insert the remote key into the ignition slot.

NOTE

If the vehicle is parked in a garage or other covered area, remote unlocking may not be possible due to poor signal reception.

Related information

- Volvo On Call security services (p. 9)
- Volvo On Call PIN code (p. 16)
- Volvo On Call mobile app (p. 7)

Menu options for Volvo On Call *

The following is an overview of the selections and settings available in the VOC system's menu.

To display the menu, press the **MY CAR** button on the center console. Press this button again to open a shortcut menu providing access to the VOC menu.

Retailer information

SOS

On Call

Key lock

Lock/Unlock SOS and On Call buttons

Activate subscription

Activate service

Related information

- Using Volvo On Call (p. 5)
- Volvo On Call display messages (p. 12)
- Volvo On Call overview (p. 5)

Volvo On Call display messages

VOC automatically displays information messages when necessary.

The following two messages will be displayed on the center console screen:

- **Could not find vehicle position:** see Availability.
- **Service temporarily unavailable:** see Availability.

The following two messages will appear in the instrument panel:

- **Volvo On Call Service required:** the system is not functioning properly. Contact a trained and qualified Volvo service technician for assistance.
- **Volvo On Call subscription will soon expire:** the VOC subscription needs to be renewed. Contact the VOC customer service center for assistance.

Related information

- Volvo On Call overview (p. 5)
- Volvo On Call (VOC)* (p. 4)
- Menu options for Volvo On Call * (p. 11)

Volvo On Call geographic coverage

The map shows the areas in which VOC is available. The service is constantly being expanded;

contact your Volvo retailer for up-to-date information.



VOLVO ON CALL WITH SENSUS CONNECT

- ◀◀ However, the system can only function in areas where there is adequate cellular network coverage.

Related information

- Volvo On Call customer service center phone number (p. 15)

**Volvo On Call customer service
center phone number**

Country	Customer service center number
United States and Canada	855-399-4691

Volvo On Call PIN code

The PIN code is used for security purposes to help identify those persons who are authorized to use VOC services in a specific vehicle.

The 4-digit PIN code, which was sent to you when your Volvo retailer activated your subscription, is used for security reasons to help identify those persons who are authorized to use certain VOC services such as Remote door unlock or to create an account in the mobile app.

If you have forgotten or would like to change your PIN code

If you have forgotten your PIN code or would like to change it (e.g., if you have purchased a previously owned Volvo with VOC), contact your Volvo retailer or press the **On Call** button in your vehicle. The new code will be sent to you via email.

If an incorrect PIN code has been entered in the app multiple times

If a PIN code has been entered incorrectly 10 times in a row, the account will be frozen. In order to use the app again, a new PIN code must be selected and a new app account will have to be created.

Related information

- Volvo On Call security services (p. 9)
- Volvo On Call mobile app (p. 7)
- Changing ownership of a vehicle with Volvo On Call (p. 16)

Changing ownership of a vehicle with Volvo On Call

If the vehicle changes owners, the Volvo On Call (VOC) service should be cancelled.

Cancelling the VOC service

If your vehicle changes owners, contact your Volvo retailer to cancel the VOC service. The subscription will be terminated and the service history will be erased.

When the vehicle changes owners, all personal settings should be reset to the factory defaults, see the owner's manual supplement.

Starting the VOC service

If you purchase a previously owned Volvo with VOC:

The new owner should contact his/her Volvo retailer to transfer the remaining period of the VOC subscription. All contact information must be updated in order for VOC to function and to ensure that the previous owner is no longer authorized to use VOC services in the vehicle. The new owner will be given a 4-digit personal code, which is used to identify him/her as being authorized to approve certain VOC services.

Personal information

Personal information is gathered for use with the Volvo On Call service.

Volvo's sales companies (see the following table) and Volvo Car Corporation are responsible for the personal details used in VOC-related services.

Country	Sales company
United States	Volvo Cars of North America, LLC
Canada	Volvo Cars of Canada

Why information is gathered

Personal information is used by Volvo and its partners to provide and develop the VOC service.

Types of personal information gathered

The primary types of personal information gathered for VOC-related purposes are:

- Personal information that the customer provides in connection with the activation of the VOC service and during other contact with Volvo, including name, address, telephone number, type of service and the duration of the service.
- When information about a specific VOC-related event is automatically transmitted from the vehicle. A message of this type contains: the vehicle identification number (VIN), time when the service is used, type of service, if

airbags have been triggered, if the seat belt tensioners have been triggered, current fuel level, current temperature inside and outside the vehicle, whether the doors are locked and windows are closed and the vehicle's last six locations, including speed and direction.

- Other information associated with the owner/driver, such as telephone calls with people in the vehicle, the customer service center that provided the service and notes made by the customer service operator.

Access to my personal information

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

Deleting personal information

The personal details required to provide the VOC service are stored during the subscription period and thereafter for as long as necessary in order for Volvo to fulfil its obligations according to legislation and other regulations. Information generated during events covered by the VOC service is deleted three months after an event has occurred.

Corrections and register extracts

Private persons have the right to request corrections of incorrect information and to obtain an extract showing the personal information that has been processed. Requests for extracts from the register must be submitted in writing and signed by the applicant and include name, address and customer number. The request should be posted to:

Volvo Cars of North America, LLC

Customer Care Center

1 Volvo Drive,

P.O. Box 914

Rockleigh, New Jersey 07647

Phone: 1-800-458-1552

Volvo Cars of Canada

National Customer Service

9130 Leslie Street, Suite 101

Richmond Hill, Ontario L4B 0B9

Phone: 1-800-663-8255

Consent to gather VOC-related personal information

By activating a VOC subscription in accordance with the instructions in this document, the user agrees to the collection of VOC-related personal information.

