



WEB EDITION  
SENSUS CONNECT WITH VOLVO ON CALL



## SENSUS CONNECT WITH VOLVO ON CALL

We trust that you will enjoy many years of safe driving in your Volvo, an automobile designed with your safety and comfort in mind. We encourage you to familiarize yourself with the equipment descriptions and operating instructions in this manual.

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 vehicle 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.

### **NOTE**

- Do not export your Volvo to another country before investigating that country's applicable safety and exhaust emission requirements. In some cases it may be difficult or impossible to comply with these requirements. Modifications to the emission control system(s) may render your Volvo not certifiable for legal operation in the U.S., Canada and other countries.
- All information, illustrations and specifications contained in this manual are based on the latest product information available at the time of publication. Please note that some vehicles may be equipped differently, depending on market-specific adaptations or special legal requirements. Optional equipment described in this manual may not be available in all markets.
- Some of the illustrations shown are generic and are intended as examples only, and may not depict the exact model for which this owner's information is intended.
- Volvo reserves the right to make model and product changes at any time, or to change specifications or design without notice and without incurring obligation.

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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.

### Availability

VOC uses the Global Navigation Satellite System (GNSS) to locate the vehicle and its integrated GSM module to enable communication with the VOC customer service center and the VOC mobile app.

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 17 days. After three weeks have elapsed, the system will remain switched off until the engine is started.

## ⚠ 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, limited-time trial subscription is initiated when the vehicle is purchased and VOC is activated. The subscription can be extended by contacting your Volvo retailer.

### Information on the Internet

For additional information about Volvo On Call, go to:

[support.volvocars.com](http://support.volvocars.com)

### Related information

- Volvo On Call convenience services (p. 7)
- Volvo On Call safety services (p. 15)
- Volvo On Call security services (p. 16)
- Using Volvo On Call (p. 4)
- Volvo ID (p. 6)

## Using Volvo On Call

Volvo On Call (VOC) is controlled using the buttons in the ceiling console and the center display.

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.

When a service is active, a symbol will appear on the center display.



VOC buttons in the ceiling console and center display

### The SOS button: emergency situations

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

## The ON CALL button: roadside assistance

Press the **ON CALL** button for approx. 2 seconds to activate the roadside assistance functions.

### Alternative to the ON CALL button

In the center display's Phone view, tap **On Call**. Select **Call** in the pop-up window that opens.

#### 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.

## Settings

Settings and selections can be made in the center display by going to **sSettings** →

**Communication** → **Volvo On Call**. These settings include activating/deactivating a subscription, button lock, etc.

## Related information

- Volvo On Call (VOC)\* (p. 4)
- Volvo On Call (VOC) functions (p. 5)
- Volvo On Call manual safety service (p. 15)
- Volvo On Call roadside assistance (p. 16)

## 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. For up-to-date information about the range of Volvo On Call functions and services, contact your Volvo retailer or go to [support.volvocars.com](http://support.volvocars.com)

Function	Customer service center	App <sup>A</sup>
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
Preconditioning (hybrid models only)		X
Locating the vehicle	X	X



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



Function	Customer service center	App <sup>A</sup>
Instrument panel information		X
Vehicle "checkup"		X
Driving logbook		X
Vehicle information		X

<sup>A</sup> Some of these functions may not be available for all models.

### Related information

- Volvo On Call (VOC)\* (p. 4)
- Volvo On Call mobile app (p. 7)
- Volvo On Call convenience services (p. 7)
- Volvo On Call safety services (p. 15)
- Volvo On Call security services (p. 16)

## Volvo ID

A Volvo ID can be used to access a number of on-line services<sup>1</sup>

### Creating a Volvo ID

A Volvo ID can be created in two ways:

#### Using the Volvo ID app

1. If you have not already done so, download the Volvo ID app from the **Remote update service**.
2. Start the app and register a personal email address.
3. Follow the instructions that will be sent automatically to this email address.
  - > A Volvo ID has now been created and has been automatically registered to the vehicle. The Volvo ID services available can now be used.

#### Using the Volvo On Call (VOC) app

1. Download the latest version of the VOC app to your cell phone from e.g., the App Store, Windows Phone or Google Play.
2. Start the app and create a Volvo ID on the start page.
3. Register a personal email address and then follow the instructions that will be sent automatically to this address.

## Registering your Volvo ID to the vehicle

If your Volvo ID was created using the Volvo On Call mobile app, the ID has to be registered to the vehicle:

1. With the vehicle connected to the Internet, download the Volvo ID app from the **Remote update service** in the center display's App view. See also the article "Downloading, updating and uninstalling apps."
2. Start the app and enter your Volvo ID.
3. Follow the instructions that will be sent automatically to the email address linked to your Volvo ID.
  - > Your Volvo ID is now registered to the vehicle and the Volvo ID services available can be used.

## Advantages of having a Volvo ID

- Only one user name and password are required to access online services.
- If you change a user name or password for one of the online service (e.g., VOC), it/they will also be automatically changed for the other services.

<sup>1</sup> These services vary and may be subject to change. Consult your Volvo retailer.

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



## Volvo On Call convenience services

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)\* (p. 4)
- Volvo On Call mobile app (p. 7)
- Volvo On Call (VOC) functions (p. 5)

## 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. For additional information about the app, go to [support.volvocars.com](http://support.volvocars.com)

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 the article "Volvo ID".

### 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)\*<sup>2</sup>

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.

### 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.

### NOTE

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

### Related information

- Volvo On Call convenience services (p. 7)
- Volvo On Call (VOC)\* (p. 4)
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## 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

- Unlocking the vehicle from the customer service center (p. 17)
- Volvo On Call mobile app (p. 7)

<sup>2</sup> Certain models only.

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

- Changing ownership of a vehicle with Volvo On Call (p. 15)
- Volvo On Call (VOC)\* (p. 4)

Service center phone number

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

Related information

- Volvo On Call (VOC)\* (p. 4)
- Volvo On Call availability (p. 13)

## Personal information

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

Volvo's sales companies are responsible for processing and storing VOC-related information. This information is treated according to legislation and regulations pertaining to data of this type.

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.

◀◀ **Related information**

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

**Volvo On Call availability**

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.



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

### **Related information**

- Volvo On Call (VOC)\* (p. 4)
- Volvo On Call (VOC) functions (p. 5)
- Service center phone number (p. 10)



## 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.

### Related information

- Volvo On Call (VOC)\* (p. 4)
- Volvo On Call PIN code (p. 8)

## Volvo On Call manual safety service

Contact the Volvo On Call (VOC) customer service center in emergency situations.

To contact the VOC customer service center manually:

1. Press **SOS** to contact the customer service center for help in emergency situations such as illness, injury, a threat, etc.
2. An emergency signal is transmitted to the VOC customer service center with information about the vehicle's location.
3. The VOC customer service center attempts to establish voice contact with the driver to determine the extent of the accident and/or the need for assistance.

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. 15)
- Volvo On Call roadside assistance (p. 16)
- Using Volvo On Call (p. 4)

## Volvo On Call safety services

The Volvo On Call (VOC) manual or automatic safety services are intended for use 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 also the article "VOC manual safety service."



## ◀◀ Roadside assistance

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

### 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

- Volvo On Call (VOC)\* (p. 4)
- Volvo On Call manual safety service (p. 15)
- Volvo On Call roadside assistance (p. 16)
- Using Volvo On Call (p. 4)

## Volvo On Call roadside assistance

Use VOC to summon help in the event of a flat tire, an empty fuel tank, etc.

1. Press the **ON CALL** button for at least 2 seconds.
2. The VOC customer service center attempts to establish voice contact with the driver to determine the need for assistance.

### Related information

- Volvo On Call (VOC)\* (p. 4)
- Volvo On Call safety services (p. 15)
- Volvo On Call manual safety service (p. 15)
- Using Volvo On Call (p. 4)

## Volvo On Call security services

The Volvo On Call (VOC) security services are intended to provide assistance, for instance, if you are locked out of your vehicle, if it has been stolen, etc.

Volvo On Call's security services are primarily intended to help minimize the risk of the vehicle being stolen.

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 5 days with assistance from the VOC customer service center after the owner's identity has been verified by his/her pin code.

### 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).

### **i 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.

### **Related information**

- Volvo On Call (VOC)\* (p. 4)
- Unlocking the vehicle from the customer service center (p. 17)
- Service center phone number (p. 10)
- Volvo On Call PIN code (p. 8)

## **Unlocking the vehicle from the customer service center**

The doors can be unlocked remotely with assistance from the VOC 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 tailgate has to be opened to unlock the other doors. Press lightly on the rubberized pressure plate under the outer tailgate handle.

### **i NOTE**

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

### **i 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. 16)
- Volvo On Call (VOC)\* (p. 4)



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