



Volvo On Call
OWNERS MANUAL



Volvo. for life



DEAR VOLVO OWNER

Thank you for choosing Volvo On Call.

This document describes the functionality of the system, Volvo On Call.

Best regards

Volvo Car Corporation

The specifications, design features and illustrations in this owner's manual are not binding. We reserve the right to make modifications without prior notice.

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Introduction

General

The Volvo On Call system (from now on referred to as VOC) is linked to the car's built-in phone, SRS and alarm systems. See the vehicle's owner's manual for information about these systems. The European map on page 17 shows in which countries the system works. Contact VOC Customer Service (see page 8) for up-to-date information, as the map may change. VOC consists of safety related services and a number of security and comfort services, which are offered depending on the market. Contact VOC Customer Service for information about which of these services are available in your country.

Availability

Once the remote key has been removed from the car the VOC system functions are available continuously for 3 days and then once per hour during the next eleven days.

NOTE

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Safety Services

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

For more information on Safety Services, see page 7.

Security Services

- **Theft Notification (TN)** - Automatic signal to VOC Customer Service in the event of a burglary or theft (if the car's alarm system is activated).
- **Stolen Vehicle Tracking (SVT)** - Help to track the car in case of theft.
- **Remote Door Unlock (RDU)** - Remote unlocking of the car if the keys have gone missing or been locked in the car.
- **Unauthorized Driver Detection (UDD)¹** - Driver authorization.
- **Unauthorized Movement Detection (UMD)¹** - Monitoring of unauthorized movement.

- **Remote Vehicle Immobiliser (RVI)¹** Monitoring and deactivation of the stolen car.

For more information on Security Services, see page 10.

Comfort Services

- **Remote Heater Start (RHS)** - Cars equipped with fuel-powered engine and passenger compartment heaters in combination with VOC offer the same setting options for the heater as inside the car using a cell phone. RHS makes it possible to adjust timer settings by sending the desired setting by using a cell phone.

For more information on RHS, see page 13

Overview Safety Services

The VOC system uses GPS (Global Positioning System) to locate the car and the car's built-in phone to contact VOC Customer Service.

When you press the **ON CALL**- or **SOS** button a signal is sent to VOC Customer Service about the car's position and the service you requested.

¹ Does not apply to C30, S40, V50 and C70.



Introduction

i NOTE

The SOS button must only be used in the event of accidents, illness or if there is an external threat against the car and its passengers.

The **SOS** function is only designed for emergency situations. Improper use may lead to extra debiting. The **ON CALL** button can be used for all other services, including roadside assistance.

To disable the **ON CALL** and **SOS** buttons when the key is not inserted, see the menu option **Key lock** on page 15.

The system is not available if the menu option **Radio transmission** is set to **OFF**².

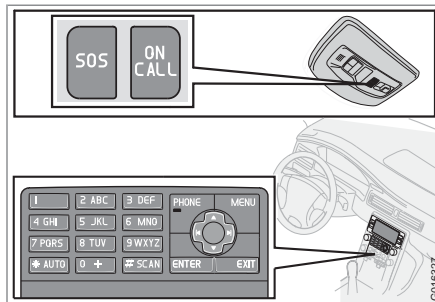
! WARNING

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

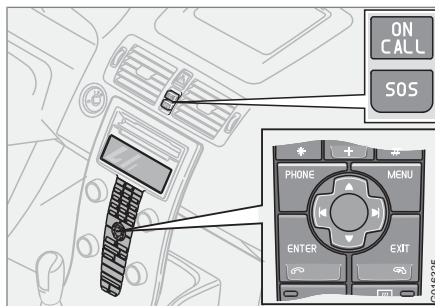
! WARNING

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.

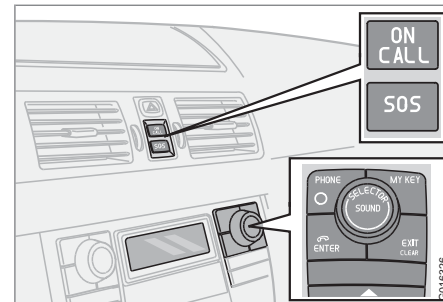
Overview buttons



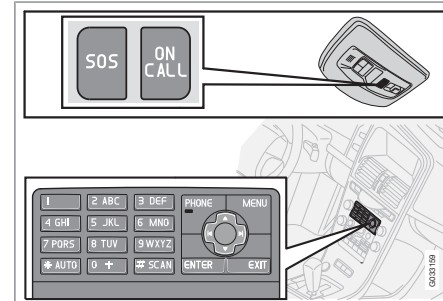
The VOC / phone buttons and display in S80 and V70/XC70.



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



The VOC / phone buttons and display in XC90.

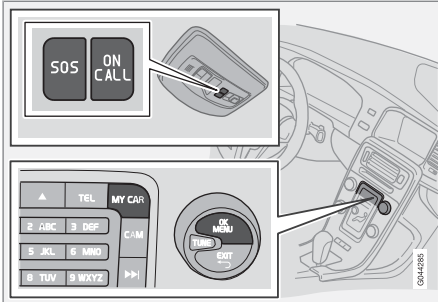


The VOC / phone buttons and display in XC60.

² Applies to specific markets.



Introduction



The VOC buttons and display in S60/V60.



Safety Services

Automatic alarm

If the seat belt pre-tensioners, airbags or inflatable curtain (see the car's owner's manual) deploy the following occurs:

1. A message is sent automatically from the car to the VOC Customer Service with information about the car's position and that the SRS system has been deployed.
2. The VOC Customer Service then establishes voice contact with the car's driver and attempts to find out the extent of the crash and the need of help.
3. The VOC Customer Service then contacts the necessary assistance (police, ambulance, towing, etc.).

Manual alarm

1. Push the **SOS** button for at least 2 seconds to summon help in case of illness, external threats to the car or passengers, etc.
2. VOC Customer Service is notified of the need for help and information about the car's position.
3. VOC Customer Service establishes voice contact with the driver and agrees on the necessary assistance.

If voice contact cannot be established, VOC Customer Service contacts the relevant authorities, who then take the appropriate action.

Roadside Assistance

1. Press the **ON CALL** button for at least 2 seconds to summon help in the event of a puncture, fuel shortage, discharged battery, etc.
2. VOC Customer Service establishes voice contact with the driver and agrees on the necessary assistance.

If voice contact cannot be established, VOC Customer Service contacts the relevant authorities, who then take the appropriate action.

Emergency Number

When the emergency service is enabled, the VOC system establishes contact with the VOC Customer Service in the country where the car is located.

If this is not possible, the call is forwarded to the emergency number 112 instead.

Cancelling a call

A started service can be cancelled within 10 seconds by pressing the **EXIT** button (see images on page 5).

Information messages on the display

On Call Deactivated - The VOC subscription is not activated or is no longer valid! The services will not work. Contact your Volvo dealer or VOC Customer Service, see page 8.

On Call Service required - The VOC system is not working. Visit your Volvo dealer for help.

On Call subscr. Will soon expire - The VOC subscription will soon expire. Contact Customer Service VOC, see page 8.

Volvo On Call in standby - The phone¹ can be turned on temporarily.

1. Press **PHONE** (see images on page 5).
2. The phone can then be used for calls, but will automatically revert to standby after a short while.



NOTE

VOC Customer Service cannot contact your car while a call is being made with the built-in telephone.

¹ Some vehicles do not feature Volvo On Call together with Phone.



Safety Services

When a call with VOC Customer Service is ended and the service is finished, the VOC system will automatically go back to phone mode on the phone and the service starts.

To contact VOC Customer Service from a different phone than the car's built-in phone, see page 8.

NOTE

When you are abroad and wish to come into contact with VOC Customer Service you can call the telephone number to Volvo On Call in your own country, see the table on page 8.

NOTE

All calls with VOC Customer Service will be recorded.

WARNING

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

WARNING

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.

Phone Number

Country	When you are at home	When you are abroad
Sweden	020 55 55 66	+46 31 51 83 35
Norway	800 30 060	+47 22 32 39 50
Denmark ^A	+46 20 55 55 66	+46 31 51 83 35
United Kingdom	0800 587 9848	+44 20 860 39 848
Italy	02 26629 271	+39 02 26629 271
France	0810 800 454	+33 1 49 93 72 79



Safety Services

Country	When you are at home	When you are abroad
The Netherlands	020 851 2278	+31 20 851 2278
Belgium	02 773 62 22	+32 2 773 62 22
Luxembourg ^B	+32 2 773 62 22	+32 2 773 62 22
Portugal ^C	+33 810 800 454	+33 1 49 93 72 79
Germany	089 20 80 1 87 47	+49 89 20 80 1 87 47
Spain	091 325 5509	+34 91 325 5509
Switzerland	044 283 35 70	+41 44 283 35 70
Russia	+74 9 57 80 50 08	+74 9 57 80 50 08
Austria	+43 1 525 03 6244	+43 1 525 03 6244

^A The customer centre for Denmark is located in Sweden.

^B The customer centre for Luxembourg is located in Belgium.

^C The customer centre for Portugal is located in France.



Security Services

General

Volvo's security services are designed to minimize the risk of owners losing their car. If the car is stolen, it can also be tracked and possibly deactivated.

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

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

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

Local Vehicle Immobiliser (LVI)

If damage occurs to the VOC or alarm system, the car will automatically be deactivated, making starting impossible.

Should your car be deactivated, please contact VOC Customer Service.

Theft Notification (TN)

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

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

Stolen Vehicle Tracking (SVT)

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

NOTE

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

Remote Door Unlock (RDU)

1. If your car's remote key has been lost or is locked in the car, the VOC Customer Service can be contacted.
2. VOC Customer Service sends a signal to the car and after agreement with the car owner or other authorized person, the car is unlocked.

3. The boot lid/tailgate must be opened to unlock the doors¹. Press twice on the touch button² or pull the handle³.

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

NOTE

If the tailgate is not opened within a time predetermined by VOC the tailgate/boot lid will be locked again.

Unauthorized Driver Detection (UDD)⁴

UDD is a system for driver authorization.

The driver needs to authorize themselves by entering the six-digit security code before the vehicle can be used. The driver is automatically asked to enter the security code when the engine is started.

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

¹ Does not apply to XC90 where all doors and the tailgate are opened.

² Applies to V50, V60, V70 and XC60.

³ Applies to C30, C70, S40 and S60.

⁴ Does not apply to C30, S40, V50 and C70.



Security Services

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

Changing the security code

Change the security code via the menu system or via the VOC Customer Service. Select **Change Security code⁵** or **Change UDD code⁶**. You must state the old security code before entering a new security code.

The security code can also be reset by contacting VOC Customer Service. After the agreed resetting of the security code, the driver is automatically asked to enter a new security code the next time the vehicle is started.

WARNING

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

WARNING

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.

Unauthorized Movement Detection (UMD)⁴

Monitoring the unauthorized movement.

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

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

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

Temporary deactivation of UDD and UMD

It is necessary to deactivate UDD and UMD when towing, during ferry crossings, transport on motorail services or when the vehicle is in the workshop, so that false alarms are not be

sent to VOC Customer Service. This can be done in two ways:

- via the menu
- via VOC Customer Service

Temporary deactivation takes place by selecting **Reduced guard activate once⁵** or **Reduced guard box on exit⁵** from the menu system.

NOTE

In the XC90 the menu option is abbreviated to ATSVR. (After Theft System for Vehicle Recovery).

The driver must identify themselves with the six-digit security code to deactivate the system. The system is then deactivated the next time the engine is started.

NOTE

Several false alarms may lead to VOC Customer Service demanding compensation from the vehicle owner. Contact VOC Customer Service for more information.

⁵ Applies to S60 and V60.

⁶ Only applies to XC90.

⁴ Does not apply to C30, S40, V50 and C70.



Security Services

Temporary deactivation via VOC Customer Service requires the driver to make personal contact with VOC Customer Service and to state the time and date of deactivation and when the system is to be reactivated. When the vehicle is to be left at the workshop the UDD and UMD must always be deactivated via VOC Customer Service.

Remote Vehicle Immobiliser (RVI)

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



NOTE

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

After having been in contact with authorities VOC Customer Service then deactivate the remote keys to prevent the car from being started. A deactivated car can only be started again by contacting VOC Customer Service and after requisite verification has been approved. VOC Customer Service can then activate the car.



Comfort Services

Remote Heater Start (RHS)

To control the heater in the car with your cell phone means effortless operation of the heater, increasing the comfort experience at a cost of an SMS.

The heater function has two times, called **T1** and **T2**. These show when the car has reached the set temperature. In order for only the authorized user to control the heater, the SMS message must include the car's registration number, followed by the¹ VOC system's PIN code².

NOTE

Each subcommand is followed by a # character. The message should be written as a string without spaces and finished with a # character, e.g. # **PIN-kod # 1 #**

Telephone number

The message should be sent to the following number: +46 70 903 20 40. On some cell phones, it is possible to create a message template to make it a simpler and faster procedure.

NOTE

Be careful where the car is parked when RHS is used as the heater emits exhaust fumes, see additional information in the car's owner's manual.

Direct Commands

To start the heater directly:

1. Enter the car's registration number followed by # PIN code # **1 #**
2. Send the message.

If the heater is running and is to be switched off immediately:

1. Enter the car's registration number followed by # PIN code # **0 #**
2. Send the message.

Time command

If a new time is to be added, end the message with the desired time, e.g. 1730³.

Change and activate **T1**:

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

Change and activate **T2**:

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

If a previously entered time should be activated:

Activate **T1**:

1. Enter the car's registration number followed by # PIN code # **11 #**
2. Send the message.

Activate **T2**:

1. Enter the car's registration number followed by # PIN code # **12 #**
2. Send the message.

The set time must be deactivated to cancel a previously scheduled heater start.

To deactivate **T1**:

1. Enter the car's registration number followed by # PIN code # **01 #**
2. Send the message.

To deactivate **T2**:

1. Enter the car's registration number followed by # PIN code # **02 #**
2. Send the message.

¹ The registration number can contain both uppercase and lowercase letters.

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

³ Time is always rounded to the nearest 5-minute interval.



Comfort Services

If the heater does not start

There are situations when the heater can not start. An SMS is then sent with the text "The heater could not start!" to the cell number that has tried to initiate the service.

Mobile Application

There is a mobile application that simplifies the management of the VOC system's comfort function. The application presupposes that the cell phone supports Java. It can be downloaded from www.volvocars.com.



WARNING

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



WARNING

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.



Menu Structure

Menu structure of the VOC

The VOC functions below are available via **MENU** button (**MY CAR**¹) and are displayed on the screen.

They can also be accessed via the built-in phone's menu system. See the section covering the phone in the car's owner's manual for more information about the menus.

NOTE

Menu numbering may differ depending on whether Radio, CD, AUX or Telephone is running.

Menu tree Volvo On Call

SOS

On Call

Activate radio transmission

Deactivate radio transmission

Radio trans.

Radio transmission code

Code f r-trans.

Key lock

Key lock

Change security code

Change UDD code

Activate On Call subscription

Deactivate subscription

Deactivate subscription

Menu Option

- **SOS** - Pressing **ENTER (OK/MENU**¹) once on the control panel (confirm by pressing once more) is the same as pressing the **SOS** button for 2 seconds: the manual alarm service is activated. This menu option acts as a backup function for the **SOS** button.
- **On Call** - Pressing **ENTER (OK/MENU**¹) once on the control panel (confirm by pressing once more) is the same as pressing the **ON CALL** button for 2 seconds: the roadside assistance service is activated. This menu option acts as a backup function for the **ON CALL** button.
- **Activate radio transmission/Deactivate radio transmission**

NOTE

In XC90 this menu option is called Radio trans.

The VOC system is an automatic reception function, which means that the system will automatically check the availability of VOC service network. To turn off both the built-in phone and the automatic reception function, proceed as follows:

1. When Radio transmission is shown on the display, press **ENTER (OK/MENU**¹) on the control panel.
2. If the radio transmission code is disabled: Then press **ENTER (OK/MENU**¹) again to confirm. - The automatic reception function restarts automatically the next time the car is started.

If the radio transmission code is enabled: Enter the correct radio transmission code (the preset code is 1234) and then press **ENTER (OK/MENU**¹).

- The automatic reception function restarts automatically the next time the car is started.
- **Change radio transmission code**

¹ Only applies to S/V60 on some markets.



Menu Structure

NOTE

In XC90 this menu option is called Code fr trans.

To deactivate the radio transmission code:

1. When **Change radio transmission code** is shown on the display, press **ENTER (OK/MENU¹)** on the control panel.
- Radio transmission can be disabled without a code.

To activate the radio transmission code:

1. When **Change radio transmission code** is shown on the display, press **ENTER (OK/MENU¹)** on the control panel.
 2. Enter the four character code (the preset code is 1234) and then press **ENTER (OK/MENU¹)**.
 3. Enter the code and then press **ENTER (OK/MENU¹)**.
- The radio transmission can only be disabled with the correct code.
 - **Key lock / ???Key lock???** - You can decide when the **SOS** and **ON CALL** buttons are to be enabled. This function means the buttons are only enabled if the

remote key is set to **I, II** or if the engine is running.

- **Change security code/Change UDD code** - See page 10.
- **Activate subscription** - Used to start a subscription.

NOTE

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

- **Deactivate subscription** - Used to stop a subscription.

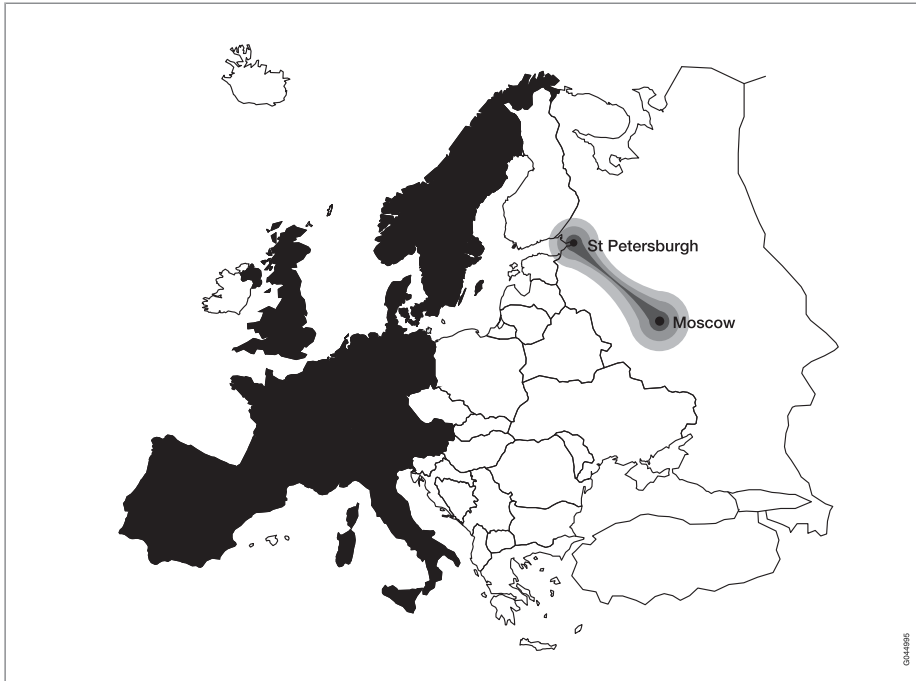
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WARNING

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¹ Only applies to S/V60 on some markets.

**Availability****Volvo On Call's availability**

This map shows the countries and areas where Volvo On Call is available. The service is being expanded continuously, and the system will be offered in a large number of countries. Contact your Volvo dealer for the latest information. Black highlighted countries/regions denote that Volvo On Call is available.



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VOLVO

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