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VIDA VOC Access and Functionality

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"Right first time in Time"
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Attachment

File Name	File Size
VIDA2015_Volvo_On_Call_VIDA_Access_only_351US01.pdf	1.5353 MB

VIDA VOC (Volvo On Call) Access functionality is now available in VIDA.

The VIDA VOC Access functionality has been made available for NSC and Volvo authorized dealerships. This means that staff normally not working with VIDA now has the possibility to use VIDA VOC Access **without** having the need to add additional VIDA subscriptions, and at no cost.

Attached document describes:

• how to get access to the functionality if/when there is a need for that.

• how to use the functionality.

To get access to VIDA VOC Access, please contact your local VIDA Admin administrator.

Note! Users who have a valid VIDA subscription are already able to access the Volvo On Call functionality directly in VIDA.

To view SPJ continue to next page. This SPJ has one attachment.

VOLVO ON CALL (VOC) FUNCTIONALITY IN VIDA

FOR VOC ACCESS USERS AT NSC AND AUTHORIZED VOLVO DEALERSHIPS

CONTENTS

1   INTRODUCTION

This document handles the separate VIDA VOC Access functionality. It is available for dealership staff normally not working with VIDA, in the way technicians do, who still has the need to work with Volvo On Call. To get support regarding Volvo On Call and/or VOC Access, contact the VIDA Admin responsible in your organization.

Note

To access Volvo On Call functionality in VIDA, both the user account and the vehicle need the system function Volvo On Call. The system requires factory-installed hardware.

Note

Apple computers and mobile devices does not support VIDA and the application cannot run on such devices.

2 GETTING ACCESS TO VOLVO ON CALL IN VIDA

To get VIDA VOC Access to your device:

1. The NSC/Dealership VIDA administrator adds the new VOC user (CDS-ID) in VIDA Admin with no VIDA license.

2. The new VOC user downloads the VIDA prerequisites installation package from <u>here</u>

3. The user device has to be approved by the administrator in VIDA Admin.

4. The new user can log in and will have access to VIDA VOC Access (the VOC provisioning part) in VIDA.
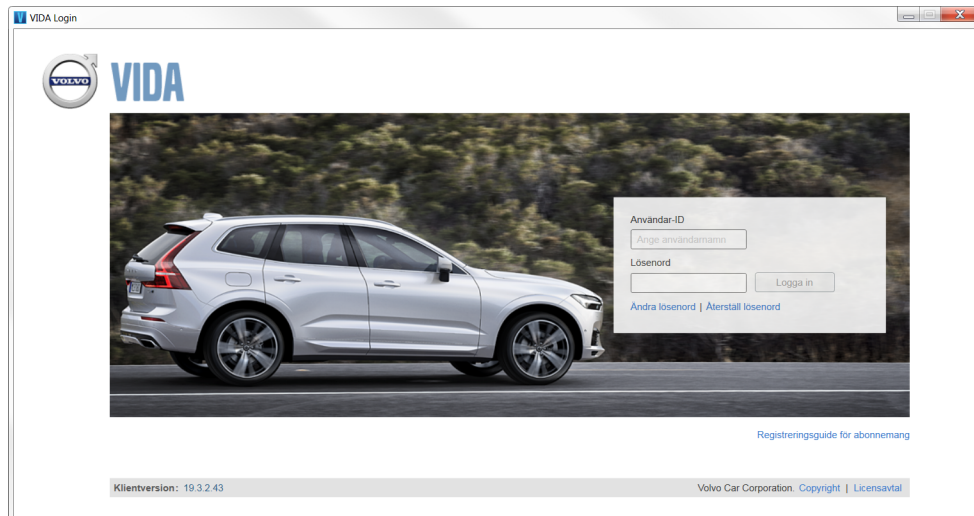

Fig. 1   VIDA login window

3 SETTING UP VOLVO ON CALL

Note

Before provisioning a vehicle for Volvo On Call, in order for the provisioning to be successful, the vehicle must be positioned outdoors in an open area with GPS and mobile phone coverage. In addition, the vehicle must have an active Volvo On Call subscription.

IMPORTANT

For the EU, eCall legislated vehicles with Volvo On Call must be provisioned within 7 days after the Pre-Delivery Service (PDS). After that time, provisioning Volvo On Call will not work and the dealership needs to push the On Call button inside the vehicle and, within 1 hour of that, perform a standard provisioning of the vehicle.

To set up Volvo On Call using VIDA

1. Open the miscellaneous menu by clicking the ☰ icon in the top right corner of VIDA.

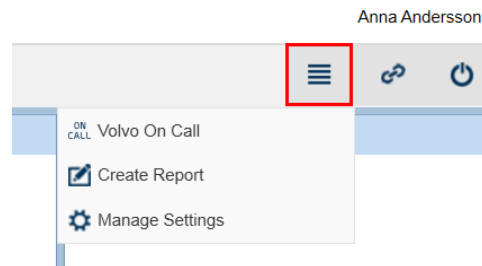*Fig. 2   The miscellaneous menu with the Volvo On Call menu option*

2. Click Volvo On Call.
   → The **VOC Setup Status** window is opened.
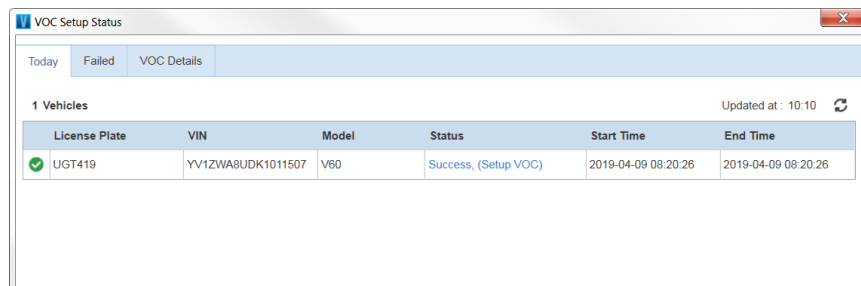

Fig. 3   The VOC Setup Status window (always opens in the Today tab)

3. Choose the applicable tab for your planned work; VOC Details, Today or Failed. For more information regarding each tab, please see the following content.

VOC Details

The **VOC Details** tab is used to find Volvo On Call related information and manage a series of Volvo On Call related tasks. See additional information regarding VOC Details in the following table.

Fig. 4   The VOC Details before the vehicle is selected and provisioned

Under the **VOC Details** tab, the following tasks can be performed:

Feature	Function
Find Vehicle	Find a vehicle by using a known VIN in this field
Change to	Change the vehicle's home market Accessible if dealership market differs from vehicle market
Update	Enter or update the vehicle license plate information for Volvo On Call, e.g. if the license plate is not available at registration
Reset PIN code	Resend a PIN code to the VOC subscriber's registered phone
Find Volvo ID	Verify that the given Volvo ID exists and view details of the VOC subscriber it is connected to

Feature	Function
Setup VOC	Initiate the provisioning process using Volvo ID
Reset VOC	Reset the Volvo On Call status for an already provisioned vehicle, e.g. if there is an end or change of ownership of the vehicle
Manual Options	Perform a manual activation or deactivation of the Telematics Module (TEM), if provisioning is unavailable or does not work, e.g. if the vehicle is of model year 2008 or older

Fig. 5 The VOC Details after the vehicle has been selected and provisioned
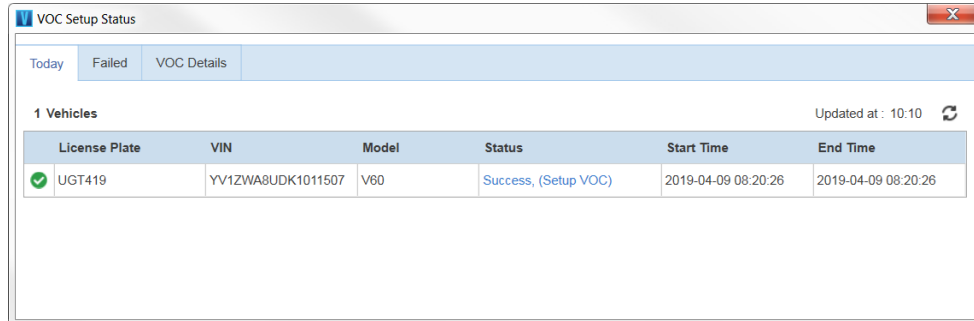
Provisioning status

There are four different Volvo On Call provisioning statuses in the **View Details** window, providing information about the status of a requested/activated operation. The operations for which the statuses are indicated are **Setup VOC** and **Change to** (change home market). Both requests trigger a VOC provisioning. Next to the status indication, it is also shown within brackets to which request the status refers.

Status	Explanation
Pending	The requested operation is in the process to be a Success.
	Pending status is displayed when the operation button has been pushed but will then quickly switch to Success.
	If the vehicle has no GPS and/or mobile phone coverage, the Pending status may remain up to one hour. In this time frame, VIDA will try several times to operate the provisioning request and if the situation does not change the status will finally switch to Failed.
	A date and time indication displays when the operation was requested in VIDA.
Success	The requested operation was successfully completed.
	A date and time indication displays when the process was completed.
Failed	The requested operation failed and needs to be requested/activated again by clicking the activation button.
	If VOC provisioning was requested but failed, and the **Setup VOC** button cannot be operated again (is inactive), click the **Reset VOC** button and start the provisioning process from the beginning.
	A date and time indication displays when the operation was requested in VIDA.
Ignored	The requested operation cannot be carried out. This status is only shown if the vehicle has an old TEM2 unit. VOC provisioning needs to be performed by the specific operation which is carried out to provision TEM2 vehicles with VIDA.

Today

View today's provisioning statuses for the vehicles at the dealership. Clicking a status link leads to the **VOC Details** window, where further tasks can be carried out for the chosen vehicle.

Fig. 6   Today's provisioning statuses at the dealership

Failed
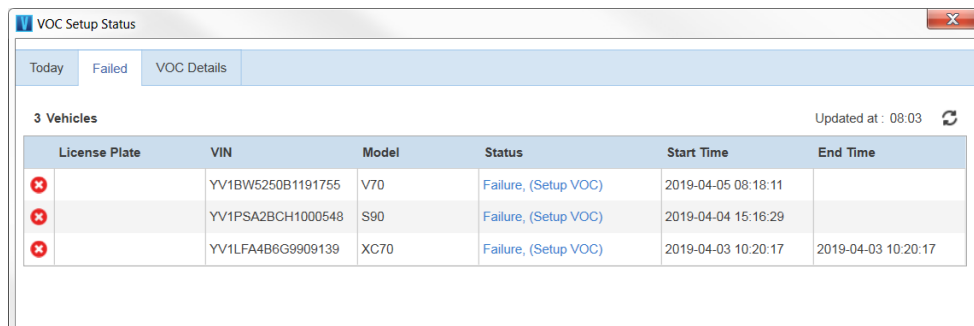
View unresolved failures for the past two months, for the vehicles at the dealership. Clicking a status link leads to the **VOC Details** window where further tasks for the chosen vehicle can be carried out.

In case a customer provisions VOC at another dealership within 2 months, and that operation is successful, the VIN is removed from the Failed list of the dealership that initially tried to provision the vehicle.

> **Note**
>
> In practice, the Failed list should be empty, since a vehicle never should be delivered to the customer before a successful provisioning.

Fig. 7   Unresolved failures the past two months at the dealership

4   PROVISIONING VOLVO ON CALL

IMPORTANT

For the EU, eCall legislated vehicles with Volvo On Call must be provisioned within 7 days after the Pre-Delivery Service (PDS). After that time, provisioning Volvo On Call will not work and the dealership needs to push the On Call button inside the vehicle and, within 1 hour of that, perform a standard provisioning of the vehicle.

This procedure describes how to initiate the provisioning process for Volvo On Call.

1.   Open the miscellaneous menu by clicking the ☰ icon in the top right corner of VIDA.

2.   Click Volvo On Call followed by the VOC Details tab.

→ The **VOC Details** window is opened.

3.   Find a vehicle by using a known VIN in the **Find Vehicle** field.

4.   In the field **License Plate in VOC**, fill in the license plate number of the vehicle.

Note

Depending on market, the license plate field may or may not be mandatory to fill in. If a red asterisk (*) is shown, the field is mandatory. If there is no asterisk, it should be possible to select Setup VOC without the complete information filled in.

5.   Fill in the **Volvo ID** (subscriber's email address or mobile phone number) field and click Find Volvo ID

→ If the Volvo ID is found, the Setup VOC button becomes available in the bottom of the window.

6.   Click the Setup VOC button.

→ The window **Confirm Completion** with summarized information is opened.

7.   To finalize the provisioning process, click Complete

→ A new window with updated information is opened. Here, you can see the provisioning status.

Note

By entering a new vehicle in the VIN field and pressing Find Vehicle, you can start provisioning VOC in accordance with the steps described in this chapter.

5 ENDING AND/OR CHANGING OWNERSHIP FOR VOLVO ON CALL

This procedure describes how to end and/or change ownership for Volvo On Call:

1. Open the miscellaneous menu by clicking the ☰ icon in the top right corner of VIDA.

2. Click Volvo On Call followed by the VOC Details tab.

   → The **VOC Details** window is opened.

3. Find a vehicle by using a known VIN in the **Find Vehicle** field.

4. In the bottom of the window, click the Reset VOC button.

   → The window Confirm Removal with summarized information is opened.

5. To finalize the process and remove customer data and app users connected to the vehicle, click the Remove button. This will finalize the process to end the ownership for Volvo On Call.

   → A new view with only vehicle information is shown. Provisioning status is still shown as well but will disappear after 2 months, unless the vehicle is provisioned again before that.

6. For change of ownership, provision VOC to a new customer by continuing from step 3 in *Setting up Volvo On Call*.

6 ENTERING/UPDATING THE VEHICLE LICENSE PLATE INFORMATION FOR VOLVO ON CALL

This procedure describes how to enter or update the license plate information for Volvo On Call:

1. Open the miscellaneous menu by clicking the ≡ icon in the top right corner of VIDA.

2. Click Volvo On Call followed by the VOC Details tab.

   → The **VOC Details** window is opened.

3. Find a vehicle by using a known VIN in the **Find Vehicle** field.

4. Under License Plate in VOC, enter or update the license plate information. Then click the Update button to the right.

   → The license plate number is updated.

7   VERIFYING THE VOC SUBSCRIBER'S VOLVO ID

The Volvo ID is the Volvo Cars identifier for VOC subscribers using connected services. It enables access to the Volvo On Call app and other connected services. A Volvo ID consists of user name (email address or mobile phone number) and password. The Volvo ID gives the user a simple and secure ID to be used when accessing Sensus Connect, Volvo On Call and other digital services.

This procedure describes how to verify the VOC subscriber's Volvo ID:

1.   Open the miscellaneous menu by clicking the ☰ icon in the top right corner of VIDA.

2.   Click Volvo On Call followed by the VOC Details tab.

→ The **VOC Details** window is opened.

3.   Find a vehicle by using a known VIN in the **Find Vehicle** field.

4.   Under Volvo ID, enter the subscriber's user name (email address or mobile phone number). Then click the Find Volvo ID button to the right.

→ A new **VOC Details** window with updated information is opened.

8 RESETTING PIN CODE

> **Note**
>
> VOC subscriber information is visible, and the possibility to reset Volvo On Call PIN code is displayed, only if the VOC subscriber is registered to the vehicle. If not, register the VOC subscriber to the vehicle and connect their phone to the vehicle. A new PIN code will be generated in the process.

The feature Reset PIN code is used to send an automatically generated PIN code to the VOC subscriber via SMS or email (Volvo ID user name). You can also ask the VOC subscriber to press the On Call button inside the vehicle, and ask Volvo Cars Call Center to send a new PIN code to the VOC subscriber's email (Volvo ID user name) or phone.

The Volvo On Call PIN code is required for a subscriber to set up the Volvo On Call app for additional users, remotely unlock the vehicle via Volvo Cars Call Center, and to end or change the ownership/connection of the Volvo On Call app with the vehicle.

To reset the PIN code for Volvo On Call:

1. Open the miscellaneous menu by clicking the ≡ icon in the top right corner of VIDA.

2. Click Volvo On Call followed by the VOC Details tab.
   → The **VOC Details** window is opened.

3. Find a vehicle by using a known VIN in the **Find Vehicle** field.

4. Under Customer PIN Sent, click the Reset PIN code button to the right.
   → An auto-generated Volvo On Call PIN code is sent to the VOC subscriber (in an email and SMS if the Volvo ID is up-to-date).

9 GETTING AN ACTIVATION CODE FOR THE TELEMATICS MODULE (TEM)

This procedure describes how to get the activation code for the Telematics Module (TEM):

1. Open the miscellaneous menu by clicking the ≡ icon in the top right corner of VIDA.

2. Click Volvo On Call followed by the VOC Details tab.

    → The **VOC Details** window is opened.

3. Find a vehicle by using a known VIN in the **Find Vehicle** field.

4. In the bottom of the window, click the Manual Options drop-down menu.

5. Click the Manual Activation option.

    → A new **VOC Details** window with further instructions and the 10 digit activation code is opened.

10 GETTING A DEACTIVATION CODE FOR THE TELEMATICS MODULE (TEM)

This procedure describes how to get the deactivation code for the Telematics Module (TEM):

1. Open the miscellaneous menu by clicking the ≡ icon in the top right corner of VIDA.

2. Click Volvo On Call followed by the VOC Details tab.

   → The **VOC Details** window is opened.

3. Find a vehicle by using a known VIN in the **Find Vehicle** field.

4. In the bottom of the window, click the Manual Options drop-down menu.

5. Click the Manual Deactivation option.

   → A new **VOC Details** window with further instructions and the deactivation code is opened.

11 CHANGING HOME MARKET FOR VOLVO ON CALL

Note

This feature only becomes accessible in VIDA when a VOC vehicle that is provisioned to a customer (Volvo ID) changes market, and a dealership in the new market selects the vehicle in the **VOC Details** view in VIDA.

In case an imported vehicle has never been provisioned, or an end of ownership has been performed by a dealership or the customer in the original home market, the market change is automatically taken care of when clicking the Setup VOC button as the final step of the VOC (re)provisioning.

If a vehicle with Volvo On Call needs a home market change, Volvo On Call must be provisioned to the new market to secure that the VOC subscriber will be connected to the new home market:

1. Open the miscellaneous menu by clicking the ☰ icon in the top right corner of VIDA.

2. Click Volvo On Call followed by the VOC Details tab.

   → The **VOC Details** window is opened.

3. Find a vehicle by using a known VIN in the **Find Vehicle** field.

4. Under Market, click the Change to button.

   → A new window to confirm the request is opened.

5. Click Yes.

   → A new window with updated information is opened. Here, provisioning status and a time stamp are shown.

Note

As a part of home market change it is recommended, with customer reference in mind, to also update the Sensus Connect (Connected Car) certificate of the vehicle to the new home market. You need to ask your NSC warranty department to move the vehicle in QW-90 to the new home market. After 48 hours, the connected car certificate can be downloaded by the dealership using the regular process in VIDA.

After download of the connected car certificate, the Sensus Connect in-vehicle app and Connected Service Booking is linked to the new home market in the Sensus cloud.

In markets with Connected Service Booking, the customer also needs to select a preferred dealership. The dealership can also do this in VIDA, on behalf of the customer.

12   FAQS

This chapter provides FAQs about Volvo On Call in VIDA.

- *Why does the customer's Volvo ID need to be entered into the Volvo On Call system?*
- *What is the difference between the customer email and the Volvo ID?*
- *What happens if a Volvo ID is not assigned, or if the wrong Volvo ID is assigned?*
- *A Volvo ID cannot be found in VIDA, what is wrong?*
- *What happens if the customer does not have a verified/confirmed Volvo ID?*
- *What is the Volvo On Call PIN code used for?*
- *Is it possible to choose a custom PIN code for the customer?*
- *How does the customer get the PIN code?*
- *Why does the Telematics Module (TEM) have to be activated?*
- *How do you know if a vehicle is equipped with a Telematics Module of model TEM2 or TEM3/TEM3G?*

12.1   Why does the customer's Volvo ID need to be entered into the Volvo On Call system?

The Volvo On Call system checks the existence of the customer's Volvo ID. If the customer is registered to vehicles as the Volvo On Call subscriber and is the main app user, then all Volvo On Call service become available for the customer.

With the Volvo ID as the key information, the various connected Volvo Cars systems provide customer data to Volvo Cars Call Center responsible for delivering Volvo On Call services such as breakdown, emergency assistance and Send Destination to Car.

When entering the Volvo ID, take care to enter the email address or mobile phone number correctly to make sure the customer is found in the system if the Volvo ID exists.

12.2   What is the difference between the customer email and the Volvo ID?

There is no difference. The customer email is the same as the email used for the Volvo ID user name. The customer email address is copied from the Volvo ID user name and pasted to the customer Volvo ID profile. VIDA fetches the customer email address shown in VIDA from the customer Volvo ID profile. When the customer wishes to change the email address, the customer also needs to change the Volvo ID user name.

From the middle of 2019, the customer's mobile phone number can be used as Volvo ID as an alternative to the email address. If the Volvo ID user name is the mobile phone number, the number automatically becomes the customer's contact phone number in the Volvo ID profile. The same as above, regarding change of email, also applies to the mobile phone number.

12.3   What happens if a Volvo ID is not assigned, or if the wrong Volvo ID is assigned?

Without a verified (customer has finalized the creation process) Volvo ID, it is not possible to activate/provision Volvo On Call for the customer. The customer needs to have a verified Volvo ID in order to activate/provision Volvo On Call for the vehicle, and to connect the Volvo On Call mobile app with the vehicle.

12.4   A Volvo ID cannot be found in VIDA, what is wrong?

The Volvo ID has not been created by the customer yet, or the creation process was not finished by the customer.

Please also make sure that the Volvo ID was entered correctly.

12.5   What happens if the customer does not have a verified/confirmed Volvo ID?

If the customer does not have a Volvo ID or has not completed the Volvo ID creation process, it will not be possible to activate/provision Volvo On Call via VIDA. It is mandatory that the customer email address or mobile phone number you enter in VIDA matches an existing, verified Volvo ID.

The customer can use the link on the market web page, or preferably the Volvo On Call mobile app, to create the Volvo ID.

12.6   What is the Volvo On Call PIN code used for?

The Volvo On Call PIN code is used for security reasons, to identify the customer as the owner of the vehicle (or other approved person) when accessing certain services. The PIN code can be compared to a vehicle key, and it is therefore important to keep it safe and to memorize it.

The Volvo On Call PIN code is used when:

- creating a connection to a vehicle in the mobile app
- requesting a remote unlock via the Volvo Cars Call Center
- performing an end of ownership/connection via the mobile app or to remove app users connected to the vehicle.

> **IMPORTANT**
>
> The use of the Volvo On Call PIN code will fade out in steps during 2019, and will finally not be used/needed anymore before end of 2019. This is valid for new Volvo On Call vehicles and all existing active VOC vehicles in the market. Instead, the customer is simply guided by the Volvo On Call mobile app if the VOC PIN code is required for certain VOC app services or functionalities.
>
> During 2019, the VOC PIN code is sent by email and SMS to the VOC subscriber/main app user as part of the Volvo On Call welcome email. From the day no PIN code is required for any service or function, the PIN code will not be a part of the VOC welcome email anymore.

12.7   Is it possible to choose a custom PIN code for the customer?

No, the Volvo On Call functionality only supports the automatically generated 4 digit PIN code.

12.8 How does the customer get the PIN code?

The PIN code for Volvo On Call is distributed to the VOC subscriber/main app user of the vehicle as part of the VOC welcome email and via SMS. Note that SMS is only used if the customer has entered/updated his/her mobile phone number in the Volvo ID profile.

The VOC subscriber/main app user can require a new PIN code from the Volvo Cars Call Center, or at the dealership who can generate a new PIN code in VIDA.

12.9 Why does the Telematics Module (TEM) have to be activated?

The Telematics Module (TEM) needs to be activated in order for the Volvo On Call system to be fully functional. If the unit is not activated, the Volvo On Call server will not be able to communicate with the TEM in the vehicle. The TEM is activated automatically during Pre-Delivery Service (PDS) when the vehicle is taken out of transport mode.

The TEM can also be activated by the 10-digit code entered in the Sensus Connect Volvo On Call menu.

12.10 How do you know if a vehicle is equipped with a Telematics Module of model TEM2 or TEM3/TEM3G?

In general, vehicles of model year 2008 or older are equipped with a TEM2, and all newer vehicles are equipped with either a TEM3 or TEM3G. However, this may slightly vary between models.