VOLVO

Volvo On Call app
Retailer Pairing Guide

XC40 RECHARGE

PAIRING THE VOLVO ON CALL APP TO THE XC40 RECHARGE

Before getting started, make sure the customer has the latest version of the Volvo On Call app (4.13.0 or newer) installed on their mobile device and they have a Volvo ID and password.

STEP 1
Enter the owner's car with ALL key fobs delivered with the vehicle. All keys need to be present when pairing Volvo On Call for the first time. The owner of the vehicle is the only profile that must pair with all keys.

STEP 2
Select the owner's 'Profile' in the IHU.
Sign in with the owner's Volvo ID by navigating to:
Settings > Profiles > Accounts > Add Account > Volvo
Sign in using the customer's Volvo ID and password

STEP 3
Enable Data Sharing in Privacy Settings.
This step is required for sharing data from the car to the phone.
Settings > Profiles > Become an Admin > Volvo Privacy Settings > Volvo On Call > On
Note: The Owner profile is an Admin by default.

STEP 4
Begin the Pairing Process, on the screen navigate to:
Settings > Profiles > Volvo On Call Devices > Pair Phone
The car's full VIN will appear on the screen.

STEP 5
Sign into Volvo On Call on your mobile device.
  - If the user is new to Volvo On Call, press 'Pair your car with Volvo On Call'
  - If the user has paired a car before, navigate to:
    Profile > Connected Vehicles > Add another Vehicle

Enter the full VIN as it is seen on the infotainment screen.
Follow the prompts to complete pairing.
Confirm that the numbers on the screen match the numbers shown in the Volvo On Call app.

STEP 6
Complete! The mobile device is now paired with the car.
To pair another device to the car, create a new profile on the infotainment screen and repeat the pairing process.
Note: Users can only pair one device per driver profile.

TROUBLESHOOTING TIPS & TRICKS

GENERAL INFORMATION
Pairing requires Bluetooth to be enabled on the mobile device. Make sure the phone or tablet supports Bluetooth and that it is enabled.

The first user to pair with the car <u>must be the owner of the vehicle</u>. Make sure that the profile selected in the IHU is 'Owner' and that the profile is signed into Volvo ID. (Step 2 in the pairing process). The owner must have <u>ALL</u> keys present in the vehicle while pairing.

Unlike SPA cars, a customer needs to pair each device to the car. For each device the customer will need to create a new Profile in the IHU and assign that Profile to a Volvo ID. To enable Admin privileges all keys are needed in the car during the pairing process. **Note: A user may use the same Volvo ID for multiple driver profiles.**

An 'Owner' (also called admin) is different from a User. Only admins can unpair other devices from the car, follow the steps below in the Volvo On Call app.
Connected Vehicles > Select Car > Press 'Disconnect' next to device you'd like to remove.

To troubleshoot connection issues, the vehicle modem can be **restarted**. Holding down the front defrost button for 15 to 20 seconds will restart the vehicle modem. Hold the button until 'LTE' disappears from the top-left corner of the IHU. **LTE will return shortly. Note:** If the vehicle modem **restart** does not work, hold down the home button on the bottom of the screen to reset the IHU, then try to **restart** the vehicle modem again.

Customers should un-pair a device from the car <u>before</u> uninstalling and reinstalling the app. Customers <u>should not</u> uninstall and re-install the Volvo On Call app as a troubleshooting measure for Google Automotive Service Cars. The process of uninstalling and reinstalling the Volvo On Call app will put the driver profile into an unusable state, and the user will need to pair the device again.

HOW TO UNPAIR A DEVICE
1. In the Volvo On Call app press the 👤 icon.
2. Select the connected car you want to disconnect. (XC40 Recharge)
3. Select 'Disconnect'
4. Confirm again by pressing 'Disconnect' again

HOW TO START OVER AFTER UNISTALLING AND REINSTALLING THE VOLVO ON CALL APP
Should a customer uninstall and reinstall the Volvo On Call app before unpairing the device from the car, the customer will need to complete the following steps.
1. **In the car,** select the driver profile that the device was paired to.
2. Navigate to Settings > Profiles
3. Scroll to the bottom and press 'Delete this profile'
4. Confirm by pressing 'Delete'
5. Next, create a new profile in the car and repeat the pairing process steps 1-6.

TROUBLESHOOT STATE OF CHARGE
Check the customer is signed into a Volvo ID in the car
1. Settings > Profiles > Accounts
2. Volvo Account must be signed in, if not press 'Add Account'.
3. Sign in with Volvo ID and password, must be the same account
4. signed into mobile app.

Check to ensure data sharing is enabled
1. Settings > Profiles > Volvo Privacy Policy

Volvo On Call must be enabled.
Note: this must be enabled before pairing a device. If data sharing has not been enabled, the device must be unpaired to enable data sharing, then the device can be re-paired.

Now verify if 'State of Charge' has appeared in the app. If not, check if 'Data Sharing' is enabled for the Volvo On Call app.
In the car go to:
1. Settings > Profiles >Privacy Settings > Volvo On Call (this must be enabled)
   Check again if 'State of Charge' has appeared in the app.
2. If not, press and hold on the home/bottom button of the IHU for 30 seconds until the screen turns off. After the screen has rebooted, check the mobile app again.
3. If 'State of Charge' still has not appeared, hold down on the front defrost button for 15-25 seconds to reboot the modem. LTE will disappear from the screen, then will come back on its own.
4. If the app is still missing State of Charge, open a TIE Connectivity Case

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