



VIDA SUBSCRIPTION INSTRUCTION



ALL YOU NEED TO KNOW ABOUT VIDA BEFORE YOU ORDER A SUBSCRIPTION

CONTENTS

1	INTRODUCTION.....	3
2	VIDA – SERVICE, DIAGNOSTICS AND SPARE PARTS INFORMATION.....	4
2.1	PARTS INFORMATION.....	4
2.2	SERVICE INFORMATION.....	6
2.3	DIAGNOSTIC FAULT TRACING.....	6
2.4	SOFTWARE DOWNLOAD.....	6
3	SUBSCRIPTION OPTIONS.....	7
3.1	VIDA ALL-IN-ONE.....	7
3.1.1	SUBSCRIPTION PACKAGES.....	7
3.2	VIDA ON WEB.....	8
3.2.1	SUBSCRIPTION PACKAGES.....	8
3.3	NEW RELEASES.....	8
3.4	SUBSCRIPTIONS AND LICENSES.....	8
3.4.1	VIDA ALL-IN-ONE.....	9
3.4.2	VIDA ON WEB.....	9
3.5	SUBSCRIPTION TIME OPTIONS.....	9
3.6	VIDA LANGUAGES.....	9
3.7	ORDERING INFORMATION.....	9
3.8	PRICING.....	10
4	SYSTEM REQUIREMENTS.....	11
4.1	DOES YOUR PC MEET REQUIRED SPECIFICATIONS?.....	11
4.2	VEHICLE COMMUNICATION TOOLS.....	11
5	SUPPORT AND TRAINING.....	12
5.1	VIDA WEB-BASED TRAINING.....	12
6	BUY A VIDA SUBSCRIPTION.....	13
6.1	CHECKLIST (BEFORE ORDERING).....	13
6.2	ORDER A VIDA SUBSCRIPTION.....	13
7	HISTORY LOG.....	15
7.1	89EN02.....	15
7.2	89EN03.....	15
7.3	89EN04.....	15
	INDEX.....	16

1 INTRODUCTION

This document contains all information necessary to buy a VIDA subscription. It is important that you read and understand the information in this document before buying a VIDA subscription.

The points below shortly describe the main sections of the document.

- **VIDA – Service, Diagnostics and Spare Parts Information**

VIDA supports workshops in repairing and servicing Volvo Vehicles, by providing Service information, Parts information, Diagnostic fault tracing, and Software download – all integrated into one single application.

- **Subscription Options**

VIDA comes in two different set-ups; VIDA All-in-one and VIDA on Web. The VIDA All-in-one is to be used by Workshops with vehicle communication needs. VIDA on Web do not provide Diagnostic fault tracing and Software download.

- **System Requirements**

To run VIDA a PC and Internet connection is required. This document (and attached document) contains general information about VIDA system requirements. The system requirements are available in several languages.

To be able to perform diagnostic communication between the VIDA All-in-one application and the vehicle, an approved communication interface is needed.

- **Support and Training**

As a VIDA subscriber you have access to the VIDA Support site (VIDA ISS) with Instructions and News. You will also get access to TIE, an on-line support and reporting system for VIDA users.

In Technical Information Shop (TIS) you can purchase access to Volvo Cars Competence Portal (VCCP). This site will give you the web-based training you need. VIDA web-based training consists of VIDA Basic Training, VIDA Classroom Training and Menu Pricing Training. These courses will take about 5-8 hours to go through in total.

- **Buy a VIDA subscription**

A VIDA subscription is ordered from the VCC Technical Information Shop. This chapter is a final guideline to follow before you order a VIDA subscription.

2 VIDA – SERVICE, DIAGNOSTICS AND SPARE PARTS INFORMATION

VIDA supports workshops in repairing and servicing Volvo Vehicles, by providing Parts information, Service information, Diagnostic fault tracing, and Software download – all integrated into one single application. In VIDA you specify the vehicle to get as adequate information as possible. The information is found quickly with the help of instructive navigation and a powerful search engine.

The information manager in VIDA consists of six information groups;

- Parts
- Repair
- Diagnostics
- Product specifications
- Bulletins
- Forms

VIDA lists all document titles and includes the various configuration groups in conjunction to the titles. This useful feature enables you to get an overview of vehicle information that is available for different cars. The information is reduced based on the current vehicle profile.

2.1 Parts Information

In VIDA it is easy to mark several items on a parts catalogue page and add them to a personal parts list. You can have several active parts lists. The visible information is condensed to information only relevant for the selected vehicle profile. Other features are:

- clear presentation of notes connected to individual part numbers
- personal comments to a specific part number
- Hot-spots between the graphic and parts table
- possibility to zoom the graphics.

VIDA holds complete Parts information about following models and all available year models:

Cross Country	Estates	Sedans	Coupes
XC90	V90	S90	C30
XC60	V70 (08-)	S80L	C70 (06-)
XC70(08-)	V70 (00-08)	S80 (07-)	C70 Conv (-05)
V70 XC (01-) / XC70(-07)	V70 (-00)	S80 (-06)	C70 Coupe (-02)
V70 XC (-00)	V50	S70	
	V40	S60	
	960	S40 (04-)	
	940	S40 (-04)	
	850	960	
	780	940	
	760	850	
	740	780	
	200-serie	760	
		740	
		400-serie	
		300-serie	
		200-serie	

2.2 Service Information

Repair Information consists of repair procedures and are available for all models and model years (special vehicles included) listed:

Cross Country	Estates	Sedans	Coupes
XC90	V90	S90	C30
XC60	V70 (08-)	S80L	C70 (06-)
XC70(08-)	V70 (00-08)	S80 (07-)	C70 Conv (-05)
V70 XC (01-) / XC70(-07)	V70 (-00)	S80 (-06)	C70 Coupe (-02)
V70 XC (-00)	V50	S70	
	V40	S60	
	960	S40 (04-)	
	940	S40 (-04)	
	850	960	
		940	
		850	
		400-serie	

Service information for the 200, 300, 400, and the 700 series vehicles is available via the Technical Information Shop.

2.3 Diagnostic Fault Tracing

Prior to entering the diagnostic workflow, there is a possibility to add customer complaints called CSC (i.e. Customer Symptom Codes). As the user enters the diagnostic workflow, the system will perform an initial communication with the vehicle (a health check). The result of this communication will form the basis for the content under each submenu i.e. vehicle information, network status, diagnostic trouble codes, symptom fault trace, vehicle communication checks.

- VIDA Diagnostic Workflow is applicable for all models from model year 1999 and onward. Diagnostic workflow includes fault tracing based on Diagnostic Trouble Codes and/or symptoms given by the customer (CSC). Supported vehicle communication tools can be found in the document VIDA System Requirements.
- There is no integrated support for vehicle communication with 900-series, 800-series and 400-series. However, fault tracing connected to diagnostic trouble codes read out with a stand alone communication tool such as the Volvo System Tester and symptoms given by customer are displayed in the VIDA information manager.

2.4 Software Download

VIDA Software Download applicable for all models from model year 1999 and onward and S40 (-04) V40 (-04) from model year 1996. It is possible to download software using software manager. A vehicle communication tool is required. Supported communication tools can be found in the document VIDA System Requirements.

3 SUBSCRIPTION OPTIONS

VIDA comes in two different set-ups; VIDA All-in-one and VIDA on Web. The VIDA All-in-one should be used by Workshops that use vehicle communication (Diagnostics and Software downloads). New releases of VIDA All-in-one will be distributed by means of DVDs.

VIDA on Web is a Web solution and has less functionality than VIDA All-in-one. VIDA on Web provides access to service and spare parts information.

This page contains general information about VIDA subscription options and the different set-ups.

3.1 VIDA All-in-one

With all available subscription packages included, VIDA All-in-one is a complete VIDA application with access to all functions.

The installation and information is stored locally in the computer. Initial installation of VIDA All-in-one requires an installation disc. New releases of VIDA All-in-one will be distributed by means of DVDs .

VIDA All-in-one runs several functions without being connected to the central data system. An internet connection is required for software downloads and when reporting errors in TIE. A connection is also required for registration and subscription information.

VIDA All-in-one should be used by Workshops that use vehicle communication (Diagnostics and Software downloads). VIDA All-in-one can be installed on a stationary or a portable PC that fulfils the VIDA system requirements.

3.1.1 Subscription Packages

Following packages are available for a VIDA All-in-one subscription:

- **Parts Information**
Full Information Manager functionality for the Parts Catalogue
- **Service Information**
Full Information Manager functionality for all service information documents
- **Diagnostic Workflow**
NB! Requires a vehicle communication tool.
Full Diagnostic Workflow functionality. Full integration between Diagnostic Workflow and Information Manager
- **Software order and download**
NB! Requires a vehicle communication tool.
Software Manager "listing" all Software Products for Control Modules. System Action Download software.

Following three package combinations are possible to subscribe for VIDA All-in-one:

- **Package combination 1:**
 - Parts Information
 - Software order and download
- **Package combination 2:**
 - Parts Information
 - Service Information
 - Diagnostic Workflow
- **Package combination 3:**
 - Parts Information
 - Service Information
 - Diagnostic Workflow
 - Software order and download

3.2 VIDA on Web

VIDA on Web is a solution with access to the system from a web site on the Internet. VIDA on Web requires a continuous Internet connection. The information on VIDA on Web is updated centrally.

VIDA on Web provides access to service and spare parts information. For diagnostics and downloading of software VIDA All-in-one is required. The VIDA on Web should be used by users working with information only. This basic subscription type also assumes that the Workshop has a good bandwidth.

3.2.1 Subscription Packages

Following packages are available for a VIDA on Web subscription:

- **Parts Information**
Full Information Manager functionality for the Parts Catalogue.
- **Service Information**
Full Information Manager functionality for all service information documents.

Following two package combinations are possible to subscribe for VIDA on Web:

- **Package combination 1:**
 - Parts Information
- **Package combination 2:**
 - Parts Information
 - Service Information

3.3 New Releases

VIDA has several information and application updates a year.

- VIDA All-in-one subscribers with a longer subscriptions, will automatically have a new DVD when a new version of VIDA has been released.
- A VIDA on Web subscription will continuously be updated with new information.

3.4 Subscriptions and Licenses

A subscription consists of a subscription package. Each package defines the information and functionality that the users have access to. The subscription can apply to either locally registered installation of VIDA All-in-one or for VIDA on Web.

When ordering a subscription, you choose a number of licenses. The meaning of a license depends on the type of subscription. All users must be included in the subscription in order to use VIDA.

3.4.1 VIDA All-in-one

A VIDA All-in-one subscription is bought in one or more licenses. The number of licenses determines the number of installations of VIDA All-in-one that can be made. (one installation per PC) The number of users is unlimited.

Example: If you have two VIDA All-in-one licenses you will be able to install and run VIDA on two PCs. Only two technicians can use VIDA simultaneously, i.e. one per PC.

3.4.2 VIDA on Web

A VIDA on Web subscription contains one or more licenses. The number of licenses determines the number of users that can use and be included in the subscription. For each license one user at a time can be logged in to VIDA on Web.

Example: If you have two VIDA on Web licenses you can include two users in the subscription i.e. one per license.



Note

A subscription and license is the property of Volvo Car Corporation and granted to the license on the conditions stated in the VIDA license agreement. Any disposal such as sublicense or vending is strictly prohibited.

3.5 Subscription Time Options

The packages are available for subscription in following time duration:

- 1 Hour
- 1 Day
- 30 Days
- 90 Days
- 365 Days

3.6 VIDA Languages

A subscription for VIDA All-in-one is normally ordered in one language but you can get additional languages by contacting your sales company. For VIDA on Web you can set language per user in the administrative system (VIDA Admin).

The possible languages are: Dutch, English, Finnish, French, German, Italian, Japanese, Russian, Korean, Portuguese, Spanish, Swedish, Simplified Chinese, Thai, Traditional Chinese and Turkish.

3.7 Ordering Information

VCC Technical Information Shop will confirm your purchase via email, directly after ordering. For VIDA on Web there is no distribution time. You will be able to use VIDA on Web when you get your user ID and password. The user ID and password will be sent to you by email within 5 hours.

When you subscribe to VIDA on Web you must also install the plug in IsoView. Find VIDA on Web Installation application for Internet at VIDA ISS under tab Releases (<http://vccs.volvocars.se/vida/index.asp?plID=94&releaseid=24>).

When you have your User id and password you will be able to reach the VIDA Support site (VIDA ISS) and the VIDA application (if you have bought a VIDA on Web). At the VIDA Support site you will find VIDA Instructions.

For VIDA All-in-one a DVD needs to be sent to you. The delivery time depends on the postal service from us to your country.

3.8 Pricing

Find prices and payment conditions in VCC Technical Information Shop.

4 SYSTEM REQUIREMENTS

To run VIDA you need a PC and an Internet connection. The VIDA All-in-one application demands a higher hardware specified computer than the VIDA on Web application. VIDA All-in-one also requires some plug-ins and extra hardware for diagnostics and software download. Read more about system requirements and find the VIDA Certification Agent, which should be used to verify the PC before installing VIDA All-in-one. Please read the VIDA System Requirements before you order VIDA.

VIDA Certification Agent and VIDA System Requirements are available on the Workshop Support Guide, <http://vccs.volvocars.se/wsguide>.

4.1 Does Your PC Meet Required Specifications?

Before ordering VIDA the VIDA Certification Agent program should be run. This program checks that the computer meets the required specifications for VIDA All-in-one.

To run VIDA Certification Agent you must be logged in as a Windows administrator. VIDA Certification Agent reports if the specifications are met, gives warnings for anything between the minimum and recommended specification and an error message for anything that does not meet the specifications. Faults must be remedied or computers changed before installation, because VIDA All-in-one cannot be installed on a computer which does not meet the specifications. VIDA Certification Agent is also run automatically as a part of the VIDA installation program. By running the program before installation it is easier to determine whether the computer can be used for VIDA or not.

4.2 Vehicle Communication Tools

To be able to perform Diagnostic Read-out, Diagnostic fault tracing and Software Download the vehicle needs to be connected via a communication device to the VIDA All-in-one PC. The device will transfer messages from the PC to the correct receiver in the vehicle. In the communication between the VIDA All-in-one and the vehicle, two devices will be supported by VIDA.

More information about Vehicle Communication Tools can be found under the **RELEASES** tab on the VIDA Support site (VIDA ISS).



Note

Please note that the vehicle communication tools are not included in the VIDA subscription.

5 SUPPORT AND TRAINING

As a VIDA subscriber you have access to the VIDA Support site (VIDA ISS) with Instructions and News. You will also get access to TIE, a support and reporting system for VIDA users.

5.1 VIDA web-based training

In Technical Information Shop (TIS) you can purchase access to Volvo Cars Competence Portal (VCCP). This site will give you VIDA web-based training for self study. The web-based training consists of 12 separate courses that will take about 5-8 hours to go through in total. There are also final tests – one for each course.



NOTE

This course does only include how to use VIDA and VIDA Admin, not any vehicle repair issues.

The web-based training consists of:

- VIDA Basic Training
 - **Introducing VIDA:** An introduction to the VIDA concept.
 - **Getting started:** How to log on to VIDA and get an overview of the content in VIDA.
 - **Vehicle profile:** How to define a vehicle - a central function in VIDA.
 - **Information:** About the Information manager including the Parts catalogue.
 - **Parts list:** How to create and handle your own Parts lists in VIDA.
 - **Diagnostics:** How to troubleshoot cars with the help of VIDA diagnostics.
 - **Software:** How to create software lists in VIDA, purchase software and download them into the car.
 - **Search:** About different ways to easily find information in VIDA.
 - **VIDA administration:** How to administrate VIDA (course for the administrator role).
 - **CSC:** How to use Customer Symptom Codes.
- VIDA Classroom Training
- Menu Pricing Training

6 BUY A VIDA SUBSCRIPTION

A VIDA subscription is ordered from the VCC Technical Information Shop. The webshop handles payment by credit card.

6.1 Checklist (before ordering)

Before you order a VIDA subscription, you should be able to answer following questions:

- What kind of subscription set-up would you like to order?
- Do you need a locally installed version of VIDA or do you want to use the online Web version?
- For how long will you subscribe to VIDA?
- How many licenses do you plan to order?
- Which of the VIDA languages will you subscribe to?
- Does your hardware fulfill the VIDA requirements? Have you run the VIDA Certification Agent?

6.2 Order a VIDA Subscription

Enter Volvo Cars Technical Information Shop and follow the steps below:

1. If this is your first time in the Technical Information Shop, push the link **Register**. Enter the correct information in the boxes. All information with an asterisk (*) is mandatory. The User Name and Password, which you will use the next time you enter the Technical Information Shop, should be between 6 and 10 characters and only contain letters and numbers. The User Name and Email Address must be unique. Read and accept the Volvo terms and conditions and then click **Register**. When the user has been successfully registered you will automatically come to the **Search** page.
2. Search for Keyword VIDA or choose VIDA under Product Category.
3. Click on **Configure subscription** when the VIDA choice appears.
4. Configure the VIDA subscription, i.e. specify the content of VIDA with regards to functionality and information etc.
 - Select if you would like a subscription for VIDA All-in-one (locally installed) or VIDA on Web (online) and click **Start**.
 - Select the Number of licenses (for VIDA All-in-one it equals the number of PCs that you can run VIDA on, for VIDA on Web the Number of licenses equals the number of users that can use VIDA).
 - Choose Duration. (You later decide when the subscription starts - it works like a timer where you press the count down timer, the subscription does not start at the date of purchase. It starts when you activate the subscription in VIDA Admin.)
 - Select which VIDA language you would like.
 - Choose which package combination that you would like. For information about package combinations in VIDA All-in-one, *see chapter 3.1.1 Subscription Packages on page 7*. For information about package combinations in VIDA on Web, *see chapter 3.2.1 Subscription Packages on page 8*. Mark the packages and click **Add**.
 - To see the price press **Calculate Price**.
 - If you would like to change your subscription, press **Edit subscription** to edit VIDA. If you are set then press **Proceed** and **Add to basket**. In the **Basket** you can see an Approximate Conversion to the largest currencies by holding the pointer over the information symbol (i).

5. A VIDA address and a VAT number must be entered in order to order a VIDA subscription. To register the VAT number and VIDA address, go to the **Profile** tab.
6. Read the VIDA privacy agreement and check the box that you have read it.
7. Click **Proceed to checkout** and follow the check out procedure to pay. You will later get emails from Technical Information Shop about the purchase and also from VIDA about login ID and password, and where to get more information. Allow up to 5 hours for the login ID and password process.
8. End the Technical Information Shop session.

7 HISTORY LOG

7.1 89EN02

Service information is updated with new year models.

Information regarding software ordering is updated.

Ordering Information is updated.

Alphabetic register is added

7.2 89en03

Information under Service Information regarding vehicles profiles is updated.

7.3 89EN04

Information regarding VIDA subscription ordering is updated.

XC60 and S80L is added.

Subscription Time Options have been changed.

CSC has been added for VIDA Basic Training.

Forms has been added in the information groups list.

Information about package combinations have been added.

Time for the login ID and password process has been changed.

New information where to find web-based training.

8 INDEX

B

Bulletins 4

C

Checklist 13

Credit card 13

D

Diagnostic Fault Tracing 6, 11

Diagnostic Read-out 11

Diagnostics 4

Diagnostic Workflow 7

F

Forms 4

I

Internet connection 7, 8

IsoView 9

L

Languages 9

Licenses 8, 9

N

New Releases 8

O

Order a VIDA Subscription 13

P

Package combinations 8

Parts 4

Parts Information 4, 7, 8

Password 9

Payment 10, 13

Plug-ins 11

Pricing 10

Product specifications 4

R

Repair 4

S

Service Information 6, 7, 8

Software Download 6, 11

Software order 7

Subscription 8, 9

Subscription Options 3, 7

Subscription Packages 7, 8

Subscription Time Options 9

Support 12

Support and Training 3

System Requirements 3, 11

T

Technical Information Shop 9, 13

TIE 12

Training 12

U

User ID 9

Users 9

V

VAT number 13

Vehicle Communication 7

Vehicle Communication Tools 11

VIDA address 13

VIDA Admin 9

VIDA All-in-one 7, 9

VIDA Basic Training 9, 12

VIDA Certification Agent 11

VIDA ISS 9

VIDA on Web 8, 9

VIDA Support 9

W

Web-based training 12

Windows administrator 11